



User Guide for Cisco Unity Connection

Release 2.x

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CHAPTER 1

Getting Started

Your first step in using Cisco Unity Connection is to enroll as a user, which you do by phone. Typically, Connection is set up so that you hear the first-time enrollment conversation when you call Connection for the first time.

Enrolling as a Cisco Unity Connection User

The first-time enrollment conversation is a set of prerecorded instructions that guide you as you do the following tasks:

- Record your name.
- Record a greeting that outside callers hear when you do not answer your phone.
- Change your phone password. (Longer passwords are more secure. See the [“Securing and Changing Your Cisco Unity Connection Passwords”](#) chapter for more information.)
- Choose whether to be listed in the directory. (When you are listed in the directory, callers who do not know your extension can reach you by spelling or saying your name. You must have a recorded name to be listed in the directory.)

Typically, your Connection administrator gives you an ID (usually your desk phone extension) and a temporary phone password.

To Enroll as a Cisco Unity Connection User

- Step 1** Dial the applicable number to call Cisco Unity Connection from your desk phone, from another phone within your organization, or from outside your organization.
- Step 2** If you are calling from another phone within your organization or from outside your organization, press * when Connection answers.
- Step 3** Listen carefully, and respond as prompted. You do not need to refer to any Connection documentation during enrollment. The system will tell you when the enrollment process is complete.
- If you hang up before you have completely enrolled, none of your changes are saved and the first-time enrollment conversation plays again the next time you log on to Connection.
-

After enrollment, see the [“The Tools You Use”](#) chapter to learn about the tools that you use to check and send messages, record additional greetings, and set up notification devices.

At any time after enrollment, you can rerecord your name and greeting, or change your phone password and directory listing status.



CHAPTER 2

The Tools You Use

As a Cisco Unity Connection user, you can send and manage messages by using a phone and by using the Cisco Unity Inbox web tool; you may also be able to manage voice messages in your e-mail program. The Cisco Unity Assistant web tool lets you personalize your Connection phone settings.

This chapter contains the following sections:

- [Working with Cisco Unity Connection by Phone, page 2-1](#)
- [Working with the Cisco Unity Web Tools, page 2-3](#)
- [Working with the Media Master, page 2-4](#)
- [Managing Voice Messages in Your E-mail Program, page 2-6](#)

Working with Cisco Unity Connection by Phone

When you access Cisco Unity Connection by phone, you hear the Connection conversation. Its recorded instructions guide you as you send and receive messages, record greetings, and change your personal settings. You can use any phone to access Connection.

There are two ways in which you can use Cisco Unity Connection by phone:

Touchtone keys	Press the touchtone keys on the phone. Use this option when it is not important to have both hands free, if you are in an environment with significant background noise, or you want more Connection feature options.
Voice commands	Speak into the phone handset, headset, or speakerphone. Use this option when you want hands-free access to the Connection system.



Note

Some TTY phones (text phones) do not have the capability to send the appropriate tones. In this case, TTY users may need to use the phone keypad when navigating the Connection conversation.

Using Touchtone Keys with the Cisco Unity Connection Conversation

There are several versions of the Connection conversation, each providing different keypad mappings for the Connection menu options. (For example, you may press 3 to delete a message in one version but press 7 to delete a message in another version.)

Your Connection administrator determines the conversation version that you hear. Typically, an administrator will choose a conversation that has a keypad mapping that is familiar to you. Ask your Connection administrator which conversation you are set up to use.

Features described in the *User Guide for Cisco Unity Connection* are available with all conversations. However, procedures in the guide use the keypad mapping for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter.

Note that touchtone keys listed in the [“Voice Commands”](#) section of the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter apply only when the voice-recognition option is enabled and you are using voice commands.

Using Voice Commands with the Cisco Unity Connection Conversation

Cisco Unity Connection provides a voice-recognition option that lets you say what you want to do in the Connection conversation. Voice commands are intuitive, easy to use, and available for most voice-messaging tasks.

Procedures in the *User Guide for Cisco Unity Connection* describe the voice commands you can use, or you can say “Help” at any time to get more information on any menu. For a list of available voice commands, see the [“Voice Commands”](#) section on page 23-1.



When using the voice-recognition option, you can barge in with commands at most points in the conversation—you do not have to wait for the system to finish a prompt. In addition, if you know exactly what you want to do, you can say more complex commands without having to navigate through a hierarchy of menus to accomplish a task. For example, you can say, “Send a private and urgent message to Tina Chen” at the Main menu.

If you are not comfortable saying commands or you are in a situation where your commands are not recognized by the system (for example, you are on a mobile phone where there is background noise), the voice-recognition option offers a small set of touchtone-key options for select commands. To hear the touchtone-key options available for any menu, press 0 or say “Touchtone command Help”.

For a temporary switch from using voice commands to using only touchtone keys, say “Touchtone conversation” or press 9 at the Main menu. To switch back to using voice commands, hang up and log on to Cisco Unity Connection again.

Your Connection administrator determines whether the voice-recognition option is available to you. When voice recognition is enabled, you have the option of changing the Input Style setting in the Cisco Unity Assistant to using only touchtone keys, or using touchtone keys and voice commands. (For information on changing the setting, see the [“Changing Your Phone Input Style”](#) section on page 15-4.)

Customizing the Cisco Unity Connection Conversation

Although you cannot control which conversation version that you hear when you access Cisco Unity Connection by phone, you can customize it in many ways. For example, there are two styles of menus available, full and brief. You can also choose the language you hear, and specify the order in which Connection plays your messages.

For information on customizing the Connection conversation, see the [“Changing Cisco Unity Connection Conversation Settings”](#) and [“Changing Message Playback Settings”](#) chapters.

Working with the Cisco Unity Web Tools

You use the following web tools to manage messages and personal preferences with Cisco Unity Connection:

- The Cisco Unity Assistant web tool
- The Cisco Unity Inbox web tool
- The Cisco Unity Personal Call Transfer Rules web tool

Access to the Cisco Unity web tools is provided through the Cisco Personal Communications Assistant (PCA) website.

This section contains descriptions of each Cisco Unity web tool. Information on using the Cisco Unity web tools to do specific tasks is provided throughout this guide and in Cisco Unity web tool Help. (Information on using other web tools available through the Cisco PCA is not provided in this guide or in Cisco Unity web tool Help.)

**Note**

The Internet browser on your computer must be set up to use the Cisco PCA and the Cisco Unity web tools that you access through it. Although it is likely that your Connection administrator has already done so for the computer that you use at the office, if your organization offers remote access to the Cisco PCA, you must set up the installed browser(s) on any other computer that you plan to use for accessing the website. Ask your Connection administrator for instructions.

Working with the Cisco Unity Assistant Web Tool

The Cisco Unity Assistant web tool lets you customize how you and your callers interact with Cisco Unity Connection by phone. You can also use it to personalize your Connection settings—including your recorded greetings and message-delivery options—and to set up message-notification devices and to create private lists.

Some Cisco Unity Assistant pages contain a Media Master, which you use to record and play greetings and names. (See also the [“Working with the Media Master”](#) section on page 2-4.)

Working with the Cisco Unity Inbox Web Tool

**Note**

This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

The Cisco Unity Inbox web tool contains voice messages and any message receipts you receive.

By default, ten messages are presented at a time, though you can change the number for each session by clicking a different value in the Messages Per Page list. When the number of messages in your Cisco Unity Inbox exceeds the value specified in the Messages Per Page list, click the arrows or the page number at the bottom of the page to navigate to additional Cisco Unity Inbox pages.

By clicking the applicable icon on each Cisco Unity Inbox page, you can sort and delete the messages on the page, and compose and listen to a voice message. You use the Media Master to play and record messages.

The Cisco Unity Inbox does not refresh the display automatically; you must click the Refresh Message List icon to check for new messages.

**Tip**

Talk to your Connection administrator if you experience performance or sound quality issues when playing messages through multimedia speakers in a low-bandwidth environment.

Working with the Cisco Unity Personal Call Transfer Rules Web Tool

**Note**

This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

You use the Cisco Unity Personal Call Transfer Rules web tool to set up forwarding and screening of incoming calls according to rules you set up.

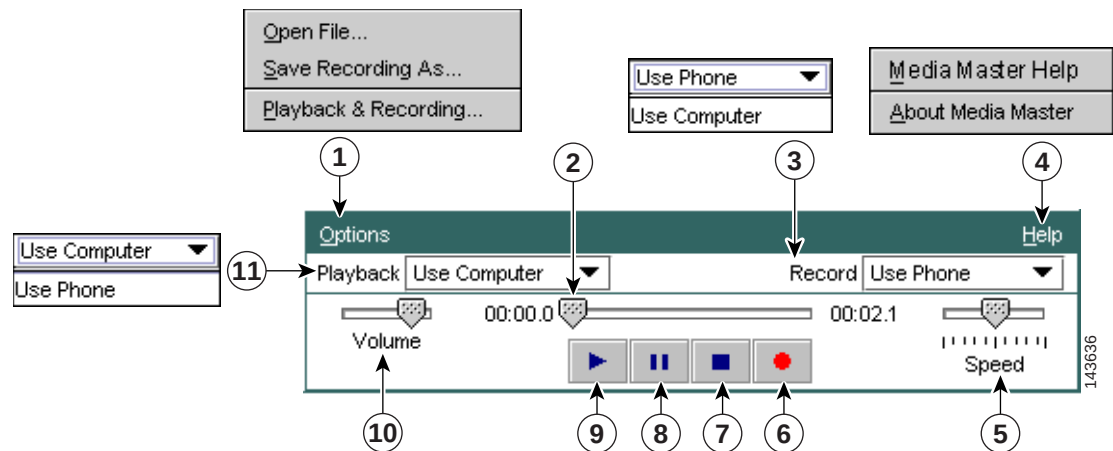
Cisco Unity Connection can route calls according to the identity of the caller, the time of day, and your meeting schedule. You can set up rules to:

- Send calls to a phone number, a series of phone numbers, or an e-mail-based paging address.
- Send text messages to an SMTP device.
- Screen some or all of your incoming calls.

For information on setting up personal call transfer rules, see the [“Managing Personal Call Transfer Rules to Handle Incoming Calls”](#) chapter.

Working with the Media Master

The Media Master appears on assorted pages in the Cisco Unity web tools. By clicking the controls, you can make and play recordings with either your phone or your computer microphone and speakers.

Figure 2-1 Media Master

1	Options menu	7	Stop
2	Recording/playback progress	8	Pause
3	Record list	9	Play
4	Help menu	10	Volume control
5	Playback speed control	11	Playback list
6	Record		

The Options menu on the Media Master (1 in [Figure 2-1](#)) allows you to work with other sound (WAV) files in your recordings, and to set your playback and recording devices. [Table 2-1](#) describes the available options.

Table 2-1 Options Menu

Option	Description
Open File	Open a WAV file saved on your computer to play on the selected playback device.
Save Recording As	Save a recording as a WAV file to a location that you specify.
Playback & Recording	Configure the Media Master playback and recording settings.

[Table 2-2](#) describes the Media Master options in the Playback and Recording Settings dialog box (on the Options menu, click Playback & Recording). The phone is the default recording and playback device for the Media Master.

Table 2-2 Playback & Recording Settings

Option	Description
Playback Device	Choose the phone or the multimedia speakers connected to your computer. If you choose the phone, you must enter an active phone number.
Recording Device	Choose the phone or the multimedia microphone connected to your computer. If you choose the phone, you must enter an active phone number. Tip Use the phone to get the best sound quality.
Active Phone Number	Choose your primary extension or enter another phone number when you have set the phone as the playback or recording device for the Media Master. Connection calls the number so that you can record or listen by using the phone.
Performance	Choose to play messages as they are download, or to download messages completely before they are played. Tip For the best performance and quality, we recommend that users who use Cisco Unity Connection in a low-bandwidth environment (for example, with a slow modem) download messages completely before playing them.

Once you have specified the active phone number and performance preference in the Playback and Recording Settings dialog box, you can choose devices in the Playback and Record lists on the Media Master (11 and 3 in [Figure 2-1](#)). The lists offer a quick way to change devices, and your selections are saved for all web-tool pages that contain the Media Master until you change them again.

[Table 2-3](#) describes the options available on the Media Master Help menu (4 in [Figure 2-1](#)).

Table 2-3 Help Menu

Option	Description
Media Master Help	Open Media Master Help.
About Media Master	Display Media Master version and configuration information.

**Tip**

- Use the keyboard shortcut Alt-O to open the Options menu.
- Use the keyboard shortcut Alt-H to open the Help menu.

Managing Voice Messages in Your E-mail Program

**Note**

This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

With Cisco Unity Connection, you can access voice messages and receipts in your e-mail program. You can only listen to and delete voice messages; you cannot send, reply, or forward them from your e-mail program.

The location of your voice messages depends on the e-mail program, but typically voice messages are in a separate folder in your e-mail program. Messages contain a WAV file attachment with the recording. You play a voice message by opening the attachment.

Information on managing voice messages and receipts in your e-mail program is provided later in the *User Guide for Cisco Unity Connection*.



CHAPTER 3

Accessing Cisco Unity Connection

This chapter contains the following sections:

- [Accessing Cisco Unity Connection by Phone, page 3-1](#)
- [Accessing the Cisco Unity Web Tools, page 3-1](#)

Accessing Cisco Unity Connection by Phone

If you are logging on for the first time, see the [“Getting Started”](#) chapter instead.

To Access Cisco Unity Connection by Phone

- Step 1** Dial the applicable number to call Connection from your desk phone, from another phone within your organization, or from outside your organization.
- Step 2** If you are calling from another phone within your organization or from outside your organization, press * when Connection answers.
- Step 3** If prompted, enter your ID (usually your desk phone extension), and press #.
- Step 4** Enter your Connection password, and press #.



Tip If you forget your phone password, use the Cisco Unity Assistant web tool to change it.

Accessing the Cisco Unity Web Tools

Access to the Cisco Unity web tools is provided through the Cisco Personal Communications Assistant (PCA) website.

This section contains procedures for accessing the Cisco Unity web tools and for accessing Help for the Cisco Unity web tools.



Tip If you experience problems viewing pages in the Cisco Unity web tools, confirm that your browser is configured correctly. Ask your Connection administrator for instructions.

To Access the Cisco Unity Web Tools

- Step 1** Go to the Cisco PCA logon page at <http://<Cisco Unity Connection server>/ciscopca>. (The URL is case sensitive.)



Timesaver

Bookmark the Cisco PCA URL, so you do not have to enter the web address each time you want to access the web tools.

- Step 2** Enter your username and password.
If you cannot remember your Cisco PCA password, contact your Connection administrator for assistance.
- Step 3** Click **Log In**.
- Step 4** On the Cisco PCA Home page, click a web-tool link:
- **Cisco Unity Assistant**
 - **Cisco Unity Inbox**
 - **Cisco Unity Personal Call Transfer Rules**
- Step 5** When you are finished, click **Log Out** in the top right corner of the navigation bar.

To Access Help for the Cisco Unity Web Tools

- Step 1** On any Cisco Unity web tool page, click the **Help** menu.
- Step 2** On the Help menu, click the applicable link:

Contents	Provides a list of topics in Help.
Index	Provides a Help index.
This Page	Provides the Help topic applicable to the page you are viewing.

For help on an icon, hover the mouse over the icon until a tooltip is displayed.



CHAPTER 4

Securing and Changing Your Cisco Unity Connection Passwords

You have two Cisco Unity Connection passwords: your phone password and the password that you use to log on to the Cisco Personal Communications Assistant (PCA) website to access the web tools. Your phone and Cisco PCA passwords are not synchronized.

This chapter contains the following sections:

- [Securing Your Cisco Unity Connection Passwords, page 4-1](#)
- [Changing Your Phone Password, page 4-2](#)
- [Changing Your Cisco PCA Password, page 4-3](#)
- [Updating Your E-mail Program Password to Match Your Cisco PCA Password, page 4-4](#)

Securing Your Cisco Unity Connection Passwords

It is a good idea to change the initial passwords given to you by your Connection administrator.

While first-time enrollment prompts you to change your initial phone password, it does not let you change the initial password that you use to log on to the Cisco PCA. You change your Cisco PCA password in the Cisco Unity Assistant web tool.

You can also change your phone password in the Cisco Unity Assistant, but because you are not required to enter an existing phone password to change it there, take appropriate measures to keep your Cisco PCA password secure.

To protect your Cisco Unity Connection mailbox from unauthorized access, follow the security guidelines provided by your Connection administrator when you change both of your Connection passwords. In general, shorter passwords are easier to use, but longer passwords are more secure, especially when you specify a nontrivial password. [Table 4-1](#) describes the attributes of nontrivial passwords for the phone and the Cisco PCA.

Table 4-1 Attributes of Nontrivial Passwords

Password	Attributes
Phone	• The password cannot contain your primary extension or its reverse. • The password must contain at least three different digits. • The digits cannot all be consecutive, in ascending or descending order (for example, 12345 or 54321). • A digit cannot be used more than two times consecutively (for example, 14777). • The password cannot contain repeated groups of three or more digits (for example, 408510408). • The password cannot contain digits that are pressed in a straight line on the keypad (for example, 025809 or 97539). • The password cannot be a numeric representation of your first or last name, or the combination of your first and last names. (For example, if your name is John Doe, you could not use a numeric representation of johnd, johndoe, jdoe, doe.)
Cisco PCA	• The password must contain at least three of the following four characters: an uppercase character, a lowercase character, a number, or a symbol. • The password cannot contain your username or its reverse. • The password cannot contain your primary extension or its reverse. • A character cannot be used more than three times consecutively (for example, !coool). • The characters cannot all be consecutive, in ascending or descending order (for example, abcdef or fedcba).

Changing Your Phone Password

Your phone password protects the privacy of your messages and secures your Cisco Unity Connection mailbox from unauthorized access. You can change your phone password at any time.

This section contains two procedures. Do the applicable procedure to change your phone password by phone or in the Cisco Unity Assistant web tool.

The phone procedure uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.



Tip

If you forget your phone password, use the Cisco Unity Assistant web tool to change it because you are not required to enter an existing phone password to change it there.

To Change Your Phone Password by Phone

Step 1 Log on to Cisco Unity Connection.

- Step 2** If you are not using voice commands, skip to [Step 3](#).
If you are using voice commands, say “**Touchtone conversation**” or press **9** to temporarily change to using touchtone keys.



Tip To switch back to using voice commands after you have changed your password, hang up and log on to Connection again.

- Step 3** Press **4 3 1**.
Step 4 Enter a new password, and press **#**. Use digits 0 through 9.
Step 5 Enter the new password again to confirm it, and press **#**.

To Change Your Phone Password in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
Step 2 On the Passwords menu, click **Change Phone Password**.
Step 3 On the Phone Password page, enter your new password, then enter it again to confirm it. Use digits 0 through 9.
Step 4 Click **Save**.

Changing Your Cisco PCA Password

You change your Cisco PCA password in the Cisco Unity Assistant web tool.

Note that your e-mail program may use your Cisco Unity Connection username and Cisco PCA password to access your Connection account to retrieve voice messages and receipts. When you change your Cisco PCA password in the Cisco Unity Assistant, also update the password in your e-mail program so the program can continue to access your Connection account. (For additional information, see the [“Updating Your E-mail Program Password to Match Your Cisco PCA Password”](#) section on page 4-4.)

To Change Your Cisco PCA Password in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
Step 2 On the Passwords menu, click **Change Cisco PCA Password**.
Step 3 On the Cisco PCA Password page, enter your new password, then enter it again to confirm it.
Step 4 Click **Save**.
-

Updating Your E-mail Program Password to Match Your Cisco PCA Password

**Note**

This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

If your e-mail program uses your Cisco Unity Connection username and Cisco PCA password to access your Connection account to retrieve voice messages, you must update your e-mail program password when you change your Cisco PCA password in the Cisco Unity Assistant web tool. This ensures that the e-mail program can continue to access your Connection account.

If you are having trouble receiving voice messages in your e-mail program, consider the following tips:

- If your e-mail program is prompting you for your Connection password but not accepting it, your Cisco PCA password may have expired or changed, or it may be locked. Change your Cisco PCA password in the Cisco Unity Assistant first, then update it in your e-mail program. If you need assistance, contact your Connection administrator.
- If you use Microsoft Outlook to retrieve Cisco Unity Connection voice messages and receipts, and you are not prompted for your Connection password, uncheck the Remember Password check box on the Internet E-mail Settings (IMAP) page of the E-mail Accounts wizard (on the Tools menu).

If the check box is checked and your Connection password has expired, changed, or is locked, Outlook will not prompt you to enter your Connection password and you will not receive voice messages from Connection.

For information on updating your Cisco PCA password for your specific e-mail program, contact your Connection administrator.



CHAPTER 5

Managing the Size of Your Mailbox

A full mailbox can affect the speed at which Cisco Unity Connection processes your messages. When you log on by phone or access the Cisco Unity Inbox web tool, Connection notifies you when your mailbox is:

- Almost full.
- Full and you can no longer send new messages.
- Full and you can no longer send or receive new messages.

Your Connection administrator sets the storage limits for your mailbox. Exceeding those limits can prevent you from sending and receiving messages.



Note

System broadcast messages are not included in your total mailbox size.

This chapter contains the following sections:

- [Tips for Managing the Size of Your Mailbox, page 5-1](#)
- [Reasons Your Mailbox May Fill Up Quickly, page 5-2](#)

Tips for Managing the Size of Your Mailbox

The following tips can help you make more room in your mailbox:

- Delete messages, including messages in the Deleted Items folder in the Cisco Unity Inbox web tool, if applicable.
- Archive message recordings before deleting them by saving them as WAV files to your hard disk. In the Cisco Unity Inbox, use the Save Recording As option on the Options menu in the Media Master. (This feature is not available on all systems. Ask your Connection administrator whether it is available to you.)
- Move voice messages to a folder on your hard disk before deleting them from your e-mail program. (This feature is not available on all systems. Ask your Connection administrator whether it is available to you.)

Reasons Your Mailbox May Fill Up Quickly

This section describes reasons why you may feel that your Cisco Unity Connection mailbox fills up more quickly than you expect. (Note that your Connection administrator specifies the size of your mailbox.)

Message Retention Policy May Not Be Enforced

By default, Cisco Unity Connection does not automatically delete messages once they reach a certain age. This means that unless your Connection administrator set up the system to enforce a message-retention policy, you are responsible for managing the size of your mailbox by periodically reviewing your saved messages and either moving, archiving, or deleting them permanently.

If Cisco Unity Connection is set up to enforce a message-retention policy, ask your Connection administrator how long the system stores your messages before permanently deleting them. You can then plan to archive or move important messages ahead of time. Connection does not indicate when a message-retention policy is enforced, nor does it warn you before message are permanently deleted as a result of such a policy.

Deleted Items and Nondelivery Receipts Are Included in Total Mailbox Size

Messages in the Deleted Items folder in the Cisco Unity Inbox web tool are included in the total mailbox size. In addition, when you receive nondelivery receipts (NDRs) for messages that you send, your mailbox can quickly increase in size—especially when original messages included large attachments.

Total Message Size Includes Original When Messages Are Forwarded

You may receive messages that have been forwarded many times over, which increases message size. The original message plus all recorded introductions that were added during forwarding equal the total message size. As a result, your mailbox can exceed its limit, even though you may have relatively few messages stored in it.



CHAPTER 6

About System Broadcast Messages

Occasionally, you may receive a voice message known as a system broadcast message from your Connection administrator, network administrator, or management personnel in your organization. System broadcast messages are recorded announcements sent to everyone in your organization. For example, your Connection administrator may send a message asking all users to change their phone passwords, or a Human Resources manager may send a message reminding employees about a deadline for a new benefits package.

Cisco Unity Connection plays any system broadcast messages immediately after you log on by phone. You must listen to each system broadcast message in its entirety before Connection will allow you to check your new and saved messages or change your setup options. Once a system broadcast message has been played, it is permanently deleted for you. You cannot respond to or save system broadcast messages.

System broadcast messages do not trigger the message waiting indicator on your phone (for example, a light or a distinctive dial tone when you pick up the receiver). They also do not trigger message notifications for any alternate devices—such as a pager or mobile phone—that you may have set up in the Cisco Unity Assistant web tool.

You do not receive system broadcast messages in the Cisco Unity Inbox web tool.

If you are using the voice-recognition option, you cannot use a voice command to delete a system broadcast message. Instead, you are prompted to press # when the message is finished playing. Once the message is deleted, you can continue using voice commands to play and manage other messages.



CHAPTER 7

Checking Messages

You can check voice messages by phone, and you may also be able to check them in the Cisco Unity Inbox web tool and in your e-mail program (ask your Connection administrator).

Once you have listened to or opened a new voice message, it is saved. Ask your Connection administrator if the system is set up to enforce a message-retention policy and, if so, how long it stores your messages before permanently deleting them. Connection does not indicate when a message-retention policy is enforced, nor does it warn you before messages are permanently deleted as a result of such a policy.

This chapter contains the following sections:

- [Checking Messages by Phone, page 7-1](#)
- [Checking Messages in the Cisco Unity Inbox Web Tool, page 7-4](#)
- [Checking Voice Messages in Your E-mail Program, page 7-5](#)

Checking Messages by Phone

You can use Cisco Unity Connection to check new and saved messages by phone. You may also be able to play and restore deleted messages by phone (ask your Connection administrator).

When you receive a new message, the message waiting indicator on your desk phone is triggered (for example, a light or a distinctive dial tone when you pick up the receiver). You can also set up message notification for additional devices—such as a pager or mobile phone—in the Cisco Unity Assistant web tool.

This section contains two procedures for checking messages by phone. Do the applicable procedure, depending on whether you are using touchtone keys or voice commands.

The procedures use keypad mappings for the standard conversation and voice commands. Keypad mappings for other conversations are provided in the “[Cisco Unity Connection Voice Commands and Phone Menus](#)” chapter. Ask your Connection administrator which conversation you are set up to use.

To Check Messages by Phone Using Touchtone Keys

Step 1 Log on to Cisco Unity Connection.

Step 2 Press **1** to hear new messages.

Or

Press **3 1** to hear saved messages.

Step 3 Use the following keys to select the type of messages that you want to hear:

Key	Type
1	Voice messages
2	E-mails ¹
4	Receipts ²
#	All messages

1. Although the e-mails key is available in the Message Type menu, Connection plays e-mails only for users who have the text-to-speech option.
2. Depending on how Connection is set up at your organization, you may not receive all types of receipts.

Note that you will not hear the Message Type menu if it is disabled in the Cisco Unity Assistant.

Step 4 Use the following keys to control playback as you listen to a message:

Key(s)	Action	Key(s)	Action
1	Restart message	8	Pause/Resume
2	Save	9	Fast-forward
3	Delete	#	Fast-forward to end
4	Slow playback	##	Skip message, save as is
5	Change volume ¹	*	Cancel or back up
6	Fast playback	0	Help
7	Rewind message		

1. Not available on some systems.

Step 5 Use the following keys to manage the message after you have listened to it:

Key(s)	Action	Key(s)	Action
1	Replay message	6	Save as new
2	Save	7	Rewind message
3	Delete	9	Play message properties
4	Reply (Resend original message when responding to an NDR.)	#	Save as is
42	Reply to all	*	Cancel or back up
44	Call the user ¹	0	Help
5	Forward message		

1. Not available on some systems.

To Check Messages by Phone Using Voice Commands

Step 1 Log on to Cisco Unity Connection.

Step 2 When Connection asks “What do you want to do,” say:

“Play Messages.” Connection tells you the total number of new and saved messages, plays all new voice messages, e-mails and receipts, then plays saved messages.

Or

Use the following commands to select the type of messages that you want to hear:

Action	Voice Command	Key (s)
Hear new and saved voice messages or e-mails ¹ or receipts ²	“Play <voice messages/e-mails/receipts>”	N/A
Hear all new messages	“Play new messages”	1
Hear new or saved or deleted voice messages from a Connection user	“Play <new/saved/deleted> messages from <user name>”	N/A
Hear saved voice messages or e-mails ¹ or receipts ²	“Play saved <voice messages/e-mails/receipts>”	N/A
Hear all saved messages	“Play saved messages”	3
Hear deleted voice messages or e-mails ¹ or receipts ²	“Play deleted <voice messages / e-mails / receipts>”	N/A
Hear all deleted messages ³	“Play deleted messages”	N/A

1. Connection plays e-mails only for users who have the text-to-speech option.

2. Depending on how Connection is set up at your organization, you may not receive all types of receipts.

3. Not available on some systems

Step 3 Use the following keys to control playback as you listen to a message:

Key(s)	Action	Key(s)	Action
4	Slow playback	9	Fast-forward
5	Change volume ¹	#	Fast-forward to end
6	Fast playback	*	Cancel or back up
7	Rewind message	0	Touchtone Help
8	Pause/Resume		

1. Not available on some systems.

Step 4 Use the following voice commands to manage the message after you have listened to it:

Action	Voice Command	Key(s)
Replay message	“Repeat”	1
Play previous message	“Previous”	14
Play next message	“Next”	16
Save or restore as saved	“Save”	2
Delete message	“Delete”	3
Reply to message	“Reply”	4
Reply to all	“Reply all”	N/A
Resend original message (NDRs only)	“Resend”	4
Call the Connection user ¹	“Call sender”	44
Forward the message	“Forward”	5
Save or restore as new ¹	“Mark new”	6
Rewind message	N/A	7
Play message properties	“Message properties”	

1. Not available on some systems.

Checking Messages in the Cisco Unity Inbox Web Tool



Note

This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

Periodically click the Refresh Message List icon to check for new messages in the Cisco Unity Inbox web tool. After you have listened to or viewed a new message, you may need to refresh again to see the New Message icon disappear.

The From field of a message will contain either the name of a Cisco Unity Connection user or “UnityConnection@<servername>” when a message is left by someone who is not a Connection user or by a user who did not log on before leaving the message. The Subject field displays the phone number of the caller, if it is available.



Tip

For information on what to do if your mailbox exceeds its size quota, see the [“Managing the Size of Your Mailbox”](#) chapter.

To Check Messages in the Cisco Unity Inbox Web Tool

Step 1 On the Cisco PCA Home page, click the **Cisco Unity Inbox** link.

- Step 2** In the Cisco Unity Inbox, click the speaker icon next to the message to play it. (Click the icon again to stop playback.)
- Or
- Click the name of the sender to open the message in a new window, then click **Play** on the Media Master.
- Step 3** Use the following icons or Message menu options to manage voice messages:

Previous Message	Open the previous message.
Next Message	Open the next message.
Reply (Resend original message when responding to an NDR)	Respond with a voice message to the sender. (Available only for messages from other Connection users.)
Reply to All	Respond with a voice message to all who received the message and who are Connection users.
Forward	Send the message to another Connection user and/or distribution list. (Note that you cannot forward any message that is marked private.)
Delete	Delete the message.
Save	Save the message and any changes, such as marking the message as new or changing the subject, and return to the Cisco Unity Inbox.
Mark Message as Unheard (Mark Message as Unread for NDRs)	Check this check box to save the message as new. (This may trigger the message waiting indicator on your phone.)
Close	Close the message without saving changes, and return to the Cisco Unity Inbox.

Checking Voice Messages in Your E-mail Program



Note

This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

Voice messages and receipts typically appear in a separate folder in your e-mail program. Messages contain a WAV file attachment with the recording. You play a voice message by opening the attachment.

Your e-mail program may notify you of new voice messages in the same way that it notifies you of new e-mail messages. You can listen to and delete voice messages in your e-mail program; you cannot send, reply to, or forward them.

The From field of a message will contain either the name of a Cisco Unity Connection user or “Unity Connection Messaging System” when a message is left by someone who is not a Connection user or by a user who did not log on before leaving the message. The Subject field displays the phone number of the caller, if it is available.



CHAPTER 8

Managing Receipts

As you work with Cisco Unity Connection, you may manage several different types of receipts, which are described in [Table 8-1](#). Ask your Connection administrator which receipts the system is set up to use.

Table 8-1 *Cisco Unity Connection Receipts*

Type	Description
Return	Receipt you request when you are sending a message by phone.
Read	Receipt message that informs you when the recipient opens or plays your message.
Nondelivery (NDR)	Receipt message that informs you when your message could not be delivered to the intended recipient.

This chapter contains the following sections:

- [Managing Receipts by Phone, page 1](#)
- [Managing Receipts in the Cisco Unity Inbox Web Tool, page 3](#)

Managing Receipts by Phone

When you check messages by phone, Cisco Unity Connection plays receipts along with your other messages. You play and manage receipts by phone in the same way as other messages, except that you cannot reply to or forward non-delivery receipts (NDRs).

For receipts, you hear a list of the recipients who received the message you sent and/or played it. For NDRs, Connection identifies recipients whose mailboxes did not accept the message.

After you play an NDR, Connection allows you to play the original message and resend it to the recipient(s) who failed to receive it. You can record an introduction, modify the recipient list, and change delivery options when resending a message. Once you resend the message, Connection automatically deletes the NDR for you.

This section contains two procedures for checking messages by phone. Do the applicable procedure, depending on whether you are using touchtone keys or voice commands.

The procedures use keypad mappings for the standard conversation and voice commands. Keypad mappings for other conversations are provided in the “[Cisco Unity Connection Voice Commands and Phone Menus](#)” chapter. Ask your Connection administrator which conversation you are set up to use.

To Manage Receipts by Phone Using Touchtone Keys

- Step 1** Log on to Cisco Unity Connection.
- Step 2** Press **1 4** to play receipts.
- Step 3** Use the following keys to control playback as you listen to a receipt:

Key(s)	Action	Key(s)	Action
1	Restart receipt	8	Pause or resume
2	Save	9	Fast-forward
3	Delete	#	Fast-forward to end
4	Slow playback	# #	Skip receipt, save as is
5	Change volume ¹	*	Cancel or back up
6	Fast playback	0	Help
7	Rewind		

1. Not available on some systems

- Step 4** Use the following keys to manage the receipt after you have listened to it:

Key(s)	Action	Key(s)	Action
1	Repeat receipt	7	Rewind receipt
2	Save	8	Play original message (NDRs only)
3	Delete	9	Play receipt properties
4	Resend original message (NDRs only)	#	Save as is
5	Forward (Read and unread receipts only)	*	Cancel or back up
6	Save as new	0	Help

To Manage Receipts by Phone Using Voice Commands

- Step 1** Log on to Cisco Unity Connection.
- Step 2** When Connection asks “What do you want to do,” say:
- “Play Receipts.”** Connection tells you the total number of receipts that you have, then plays them.
- Or
- “Play <new/saved/deleted> receipts.”** Connection tells you the number of receipts that meet your criteria, then plays them.

Step 3 Use the following keys to control playback as you listen to a receipt:

Key(s)	Action	Key(s)	Action
4	Slow playback	9	Fast-forward
5	Change volume ¹	#	Fast-forward to end
6	Fast playback	*	Cancel or back up
7	Rewind receipt	0	Touchtone Help
8	Pause/Resume		

1. Not available on some systems.

Step 4 Use the following voice commands to manage the receipt after you have listened to it:

Action	Voice Command	Key(s)
Replay receipt	“Repeat”	1
Save or restore as saved	“Save”	2
Delete receipt	“Delete”	3
Resend original message (NDRs only)	“Resend”	4
Save as new	“Mark new”	6
Rewind receipt	N/A	7
Play receipt properties	“Message properties”	N/A
Play original message (NDRs only)	“Play original message”	8

Managing Receipts in the Cisco Unity Inbox Web Tool

In the Cisco Unity Inbox web tool, Cisco Unity Connection displays receipts along with voice messages. You open receipts in the Cisco Unity Inbox in the same way as voice messages. You can only save or delete receipts and NDRs; you cannot reply to or forward them.

For receipts, you can view the recipients who received the message you sent and/or played it. For NDRs, the Cisco Unity Inbox identifies the recipients whose mailboxes did not accept your message.

As you view an NDR, you can use the Media Master to play the original message and you can resend it to the recipient(s) who did not receive it. You can record an introduction, modify the recipient list, and change delivery options when resending a message. Once you resend a message, the NDR is not automatically deleted as it is when you resend a message by phone. Instead, the NDR remains in the Cisco Unity Inbox until you delete it.

To Manage Receipts in the Cisco Unity Inbox Web Tool

Step 1 In the Cisco Unity Inbox, click the name of the sender to open the receipt.

Step 2 Use the following icons or Message menu options to manage the receipt:

Previous Message	Open the previous message.
Next Message	Open the next message.
Resend Original Message (for NDRs only)	Resend original message to recipients who failed to receive it. You can record an introduction, modify recipient list, and change delivery options.
Delete	Delete the message.
Save	Save the receipt and any changes, such as marking the message as new or changing the subject, and return to the Cisco Unity Inbox.
Mark Message as Unread	Check this check box to save the message as new.
Close	Cancel the message without saving changes, and return to the Cisco Unity Inbox. The receipt is marked read.



CHAPTER 9

Finding Messages by Phone

Cisco Unity Connection offers three options for finding messages by phone:

Message Locator	Allows you to find new and saved voice messages based on search criteria.
Phone View	Allows you to find new and saved voice messages based on search criteria, then displays results on the LCD screen of your Cisco IP phone.
Go to Message	Allows you to find a saved message based on the message number.

This chapter contains the following sections:

- [Finding Messages by Using the Message Locator Option, page 9-1](#)
- [Finding Messages by Using the Phone View Option, page 9-3](#)
- [Finding Messages by Using the Go to Message Option, page 9-7](#)

Finding Messages by Using the Message Locator Option

When the Message Locator option is enabled by your Connection administrator, Connection prompts you to “Press 5 to find messages” in the Main menu.

Using the Message Locator menu, you can find voice messages from a particular user by entering the user name or extension. You can also use it to find voice messages from all outside callers or messages left by callers who called from a specific number.

Based on the criteria that you enter, Connection begins playing messages as they are found. By default, messages are presented in order of newest to oldest—regardless of whether the messages are new or saved—though your Connection administrator may change this playback order.

The procedure below uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.

To Find Messages by Using the Message Locator Option

Step 1 Log on to Cisco Unity Connection.

Step 2 If you are not using voice commands, skip to [Step 3](#).

If you are using voice commands, say “**Touchtone conversation**” or press **9** to temporarily change to using touchtone keys.



Tip To switch back to using voice commands after you have finished using Message Locator, hang up and log on to Connection again.

Step 3 Press **5** to access Message Locator.

Step 4 Use the following keys to define your search:

Key	Action
1	Find voice messages from another user. When prompted, use the phone keypad to spell the user name or to enter the extension of the user. Press # # to switch between spelling and number entry.
2	Find voice messages from all outside callers. Connection searches for any messages left by unidentified callers—including outside callers and users who did not log on to Connection before calling from an external phone or from a phone that is not associated with a user account (such as a conference room).
3	Find voice messages from a specific outside caller. When prompted, use the phone keypad to enter the phone number—or part of the number—of the caller, followed by # . You may have to enter country, area, city, or trunk codes first. Not all callers will have a number stored in the system. If you have trouble finding messages from a specific caller, contact your Connection administrator.

Step 5 As Connection plays a message, use the following keys to control playback as you listen to it:

Key(s)	Action	Key(s)	Action
1	Restart message	7	Rewind message
2	Save	8	Pause/Resume
3	Delete	9	Fast-forward
4	Slow playback	#	Fast-forward to end
5	Change volume ¹	##	Skip message, save as is
6	Fast playback		

1. Not available on some systems.

Step 6 Use the following keys to manage the message after you have listened to it:

Key(s)	Action	Key(s)	Action
1	Replay message	5	Forward message
2	Save	6	Save as new (The message waiting indicator on your phone may be triggered.)
3	Delete	7	Rewind message
4	Reply	9	Play message properties
4 2	Reply to all	#	Save as is
4 4	Call the user ¹		

1. Not available on some systems

Finding Messages by Using the Phone View Option

The Phone View option allows you to search for voice messages by using the Display Messages menu, and select a message to play back from results displayed on the LCD screen of your Cisco IP phone.

Phone View can be used with either touchtone keys or with voice commands, and the criteria that you use to search for messages depends on the conversation version that you are using.

Based on the criteria that you enter, Connection displays results on your IP phone, as they are found. By default, messages are presented in order of newest to oldest—regardless of whether the messages are new or saved—though your Connection administrator may change this playback order.

This section contains two procedures for using the Phone View option to find messages by phone. Do the applicable procedure, depending on whether you are using touchtone keys or voice commands.

The procedures use keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.

To Find Messages by Using the Phone View Option (Using Touchtone Keys)

Step 1 Log on to Cisco Unity Connection.

Step 2 Press 5 to access Message Locator.

Step 3 Use the following keys to define your search:

Key	Action
1	Find voice messages from another user. When prompted, use the phone keypad to spell the user name or to enter the extension of the user. Press ## to switch between spelling and number entry.
2	Find voice messages from all outside callers. Connection searches for any messages left by unidentified callers—including outside callers and users who did not log on to Connection before calling from an external phone or from a phone that is not associated with a user account (such as a conference room).
3	Find voice messages from a specific outside caller. When prompted, use the phone keypad to enter the phone number—or part of the number—of the caller, followed by #. You may have to enter country, area, city, or trunk codes first. Not all callers will have a number stored in the system. If you have trouble finding messages from a specific caller, contact your Connection administrator.
4	Find all new voice messages.
5	Find all voice messages.

Step 4 When the list of messages displays on the LCD screen, use the following soft keys to select the message to play back:

Key	Action
Select	Start message playback from the selected message.
Next	Go to the next page of messages, if applicable.
Previous	Go to the previous page of messages, if applicable.
More	Displays the Goto and Exit soft keys. This key appears only on phones that display a maximum of 4 soft keys.
Goto	Skip to the message specified. Phone View displays a screen that allows you to specify the message number by using the phone keypad. When the number is entered, the message is highlighted.
Exit	Exit the Phone View display. This action returns you to the search criteria prompt.

Step 5 As Connection plays a message, use the following keys to control playback as you listen to it:

Key(s)	Action	Key(s)	Action
1	Restart message	7	Rewind message
2	Save	8	Pause/Resume
3	Delete	9	Fast-forward
4	Slow playback	#	Fast-forward to end
5	Change volume ¹	##	Skip message, save as is
6	Fast playback		

1. Not available on some systems.

Step 6 Use the following keys to manage the message after you have listened to it:

Key(s)	Action	Key(s)	Action
1	Replay message	5	Forward message
2	Save	6	Save as new (The message waiting indicator on your phone may be triggered.)
3	Delete	7	Rewind message
4	Reply	9	Play message properties
4 2	Reply to all	#	Save as is
4 4	Call the user ¹		

1. Not available on some systems

To Find Messages by Using the Phone View Option (Using Voice Commands)

Step 1 Log on to Cisco Unity Connection.

Step 2 When Connection asks “What do you want to do,” use the following voice commands to select the type of messages that you want displayed:

Action	Voice Command
View new and saved voice messages or receipts ¹	“Show <voice messages/receipts>”
View all new voice messages	“Show new messages”
View new or saved or deleted voice messages from a Connection user	“Show <new/saved/deleted> messages from <user name>”
View saved voice messages or receipts ¹	“Show saved <voice messages/receipts>”
View all saved voice messages	“Show saved messages”
View deleted voice messages or receipts ¹	“Show deleted <voice messages /receipts>”
View all deleted voice messages ²	“Show deleted messages”

1. Depending on how Connection is set up at your organization, you may not receive all types of receipts.

2. Not available on some systems

- Step 3** When the list of messages displays on the LCD screen, use the following soft keys to select the message to play back:

Key	Action
Select	Start message playback from the selected message.
Next	Go to the next page of messages, if applicable.
Previous	Go to the previous page of messages, if applicable.
More	Displays the Goto and Exit soft keys. This key appears only on phones that display a maximum of 4 soft keys.
Goto	Skip to the message specified. Phone View displays a screen that allows you to specify the message number by using the phone keypad. When the number is entered, the message is highlighted.
Exit	Exit the Phone View display. This action returns you to the search criteria prompt.

- Step 4** As Connection plays a message, use the following keys to control playback as you listen to it:

Key(s)	Action	Key(s)	Action
4	Slow playback	9	Fast-forward
5	Change volume ¹	#	Fast-forward to end
6	Fast playback	*	Cancel or back up
7	Rewind message	0	Touchtone Help
8	Pause/Resume		

1. Not available on some systems.

Step 5 Use the following voice commands to manage the message after you have listened to it:

Action	Voice Command	Key(s)
Replay message	“Repeat”	1
Play previous message	“Previous”	1 4
Play next message	“Next”	1 6
Save or restore as saved	“Save”	2
Delete message	“Delete”	3
Reply to message	“Reply”	4
Reply to all	“Reply all”	N/A
Resend original message (NDRs only)	“Resend”	4
Call the Connection user ¹	“Call sender”	4 4
Forward the message	“Forward”	5
Save or restore as new ¹	“Mark new”	6
Rewind message	N/A	7
Play message properties	“Message properties”	

1. Not available on some systems.

Finding Messages by Using the Go to Message Option

As you listen to your saved messages, you can use the Go to Message option to find a message by entering the message number. You can also use Go to Message to skip back to the previous message and to skip ahead to the next message.



Tip

Turn on message counts in the Cisco Unity Assistant so that you know how many saved messages you have and can hear the message number for each message.

The procedure below uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.

To Find Messages by Using the Go to Message Option

Step 1 Log on to Cisco Unity Connection.

Step 2 If you are not using voice commands, skip to [Step 3](#).

If you are using voice commands, say **“Touchtone conversation”** or press **9** to temporarily change to using touchtone keys.



Tip To switch back to using voice commands after you have finished using Go to Message, hang up and log on to Connection again.

Step 3 Press **3 1** to hear saved messages.

Use the following keys to select the type of messages that you want to hear. (You will not hear the Message Type menu if it is disabled in the Cisco Unity Assistant.)

Key	Type
1	Voice messages
2	E-mails ¹
4	Receipts ²
#	All messages

1. Although the e-mails key is available in the Message Type menu, Connection plays e-mails only for users who also have the text-to-speech option.
2. Depending on how Connection is set up at your organization, you may not receive all types of receipts.

Step 4 Press **1 2** to find a particular message.

Step 5 When prompted, enter the message number followed by **#**.

Step 6 As Connection plays the message, use the following keys to control playback as you listen to it:

Key(s)	Action	Key(s)	Action
1	Restart message	6	Fast playback
1 4	Play previous saved message	7	Rewind message
1 6	Play next saved message	8	Pause/Resume
2	Save	9	Fast-forward
3	Delete	#	Fast-forward to end
4	Slow playback	# #	Skip message, save as is
5	Change volume ¹		

1. Not available on some systems.

Step 7 Use the following keys to manage the message after you have listened to it.

Key(s)	Action	Key(s)	Action
1	Replay message	4 4	Call the user ¹
1 4	Play previous saved message	5	Forward message
1 6	Play next saved message	6	Save as new (The message waiting indicator on your phone may be triggered.)
2	Save	7	Rewind message
3	Delete	9	Play message properties
4	Reply	#	Save as is
4 2	Reply to all		

1. Not available on some systems.



CHAPTER 10

Deleting Messages

You can delete new and saved messages by phone and in the Cisco Unity Inbox web tool; you may also be able to delete voice messages in your e-mail program (ask your Connection administrator).

Cisco Unity Connection may also save your deleted messages so that you can use the conversation and the Cisco Unity Inbox to play, restore, and permanently delete them (ask your Connection administrator).

Deleting messages can be an important way to reduce your mailbox size, especially when Connection is not set up to automatically delete messages once they reach a certain age. Ask your Connection administrator if the system is set up to enforce a message-retention policy. Connection does not indicate when a message-retention policy is enforced, nor does it warn you before messages are permanently deleted as a result of such a policy. If Connection is not set up to do so, make sure that you permanently delete messages periodically. (For information on what to do if your mailbox exceeds its size limits, see the [“Managing the Size of Your Mailbox”](#) chapter.)



Tip

To archive messages before deleting them, you may be able to save them as WAV files to your hard disk. (In the Cisco Unity Inbox, use the Save Recording As command on the Options menu in the Media Master, if available.)

This chapter contains the following sections:

- [Deleting New and Saved Messages by Phone, page 10-1](#)
- [Permanently Deleting Messages by Phone, page 10-2](#)
- [Checking Deleted Messages by Phone, page 10-3](#)
- [Deleting Messages in the Cisco Unity Inbox Web Tool, page 10-6](#)
- [Deleting Voice Messages in Your E-mail Program, page 10-7](#)

Deleting New and Saved Messages by Phone

You can delete new and saved messages by phone during message playback or after you listen to an entire message.

This section contains two procedures for deleting messages by phone. Do the applicable procedure, depending on whether you are using touchtone keys or voice commands.

The procedures use keypad mappings for voice commands and the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.

To Delete a New or Saved Message by Phone Using Touchtone Keys

-
- Step 1** Log on to Cisco Unity Connection.
- Step 2** Press **1** to hear new messages.
Or
Press **3** to review old messages.
- Step 3** During or after message playback, press **3** to delete a message.

Table 10-1 *Use These Keys Anytime*

Key	Action
*	Cancel or back up
0	Help

To Delete a New or Saved Message by Phone Using Voice Commands

-
- Step 1** Log on to Cisco Unity Connection.
- Step 2** When Connection asks what you want to do, say:
“Play new messages” to hear all new messages.
 Or
“Play saved messages” to review all old messages.
- Step 3** During or after message playback, say **“Delete”** to delete a message.
-

Permanently Deleting Messages by Phone

Depending on how it is set up, Cisco Unity Connection may save your deleted messages and allow you to permanently delete them.

This section contains two procedures for permanently deleting messages by phone. Do the applicable procedure, depending on whether you are using touchtone keys or voice commands.

The procedures use keypad mappings for voice commands and the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.

To Permanently Delete Messages by Phone Using Touchtone Keys

-
- Step 1** Log on to Cisco Unity Connection.
- Step 2** Press **3 2** to access deleted messages.

Step 3 Press the applicable key, depending on how you want to delete messages:

Key(s)	Action
1	Review deleted messages so that you can permanently delete them one by one.
2	Permanently delete multiple deleted messages at once.

Table 10-2 *Use These Keys Anytime*

Key	Action
*	Cancel or back up
0	Help

To Permanently Delete Messages by Phone Using Voice Commands

Step 1 Log on to Cisco Unity Connection.

Step 2 When Connection asks what you want to do, say:

“Empty Deleted Items folder” to permanently delete all messages in your Deleted Items folder. Say **“Yes”** when Connection prompts you to confirm the action.

Or

“Play deleted messages” to permanently delete messages one by one. After message playback, say **“Delete”** to permanently delete a message.

Checking Deleted Messages by Phone

Depending on how Cisco Unity Connection is set up, you may be able to play your deleted messages by phone, just as you can play new and saved messages. The Connection conversation also allows you to restore a deleted message as a new or saved message.

By default, newest messages are played first. You can specify the message playback order for deleted messages in the Cisco Unity Assistant web tool. Note that you cannot enable the Message Type menu or specify a playback order by message type for deleted messages.

This section contains two procedures for checking deleted messages by phone. Do the applicable procedure, depending whether you are using touchtone keys or voice commands.

The procedures use keypad mappings for voice commands and the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.

To Check Deleted Messages by Phone Using Touchtone Keys

- Step 1** Log on to Cisco Unity Connection.
- Step 2** Press **3 2** to hear deleted messages.
- Step 3** Use the following keys to control playback as you listen to a deleted message:

Key(s)	Action	Key(s)	Action
1	Restart message	8	Pause/Resume
2	Restore as saved	9	Fast-forward
3	Delete permanently	#	Fast-forward to end
4	Slow playback	# #	Skip message, save as is
5	Change volume ¹	*	Cancel or back up
6	Fast playback	0	Help
7	Rewind message		

1. Not available on some systems

- Step 4** Use the following keys to manage the deleted message after you have listened to it:

Key(s)	Action	Key(s)	Action
1	Replay message	6	Restore as new (The message waiting indicator on your phone may be triggered.)
2	Restore as saved	7	Rewind message
3	Delete permanently	9	Play message properties
4	Reply (Resend original message when responding to an NDR)	#	Save as is
42	Reply to all	*	Cancel or back up
44	Call the user ¹	0	Help
5	Forward message		

1. Not available on some systems.

To Check Deleted Messages by Phone Using Voice Commands

- Step 1** Log on to Cisco Unity Connection.
- Step 2** When Connection asks what you want to do, say:

“Play deleted messages” to play all deleted messages. (Note that this option may not be available on all systems.)

Or

“Play deleted messages from <user name>” to hear deleted voice messages from a specific Connection user.

Or

“Play deleted <voice messages/ e-mails/ receipts>” to hear deleted messages of a specific type. (Note that Connection plays e-mails only for users who have the text-to-speech option. Depending on how Connection is set up at your organization, you may not receive all types of receipts.)

Step 3 Use the following keys to control playback as you listen to a deleted message:

Key(s)	Action	Key(s)	Action
4	Slow playback	9	Fast-forward
5	Change volume ¹	#	Fast-forward to end
6	Fast playback	*	Cancel or back up
7	Rewind message	0	Touchtone key Help
8	Pause/Resume		

1. Not available on some systems.

Step 4 Use the following voice commands to manage a deleted message after you have listened to it:

Action	Voice Command
Replay message	“Repeat”
Play previous message	“Previous”
Play next message	“Next”
Restore as saved	“Save”
Delete the message permanently	“Delete”
Reply to message	“Reply”
Call the Connection user ¹	“Call sender”
Forward the message	“Forward”
Restore as new ¹	“Mark new”
Play message properties	“Message properties”

1. Not available on some systems.

Deleting Messages in the Cisco Unity Inbox Web Tool

You can delete a message or group of messages directly from the Cisco Unity Inbox web tool, or you can delete a message after you have opened it. You also may be able to retrieve deleted messages from the Deleted Items folder in the Cisco Unity Inbox so that you can listen to them, reply to or forward them, restore them to the Inbox, or delete them permanently.

This section contains two procedures, the first for deleting messages and the second for retrieving messages from the Deleted Items folder.

To Delete a Message in the Cisco Unity Inbox Web Tool

-
- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Inbox** link.
- Step 2** In the Cisco Unity Inbox, check the check box to the left of the message that you want to delete. You can check multiple check boxes to delete more than one message at a time.
- Or
- Click the **Select All Rows** icon below the menu bar to mark all messages on the page for deletion.
- Step 3** Click the **Delete Selected Rows** icon below the menu bar.
- Step 4** When prompted, click **OK**.
- Alternatively, you can delete a message by opening the message, clicking **Delete**, and clicking **OK**.
- Depending on how your Connection administrator set up your account, the message may be permanently deleted or saved to the Deleted Items folder.
-

To Retrieve a Deleted Message from the Deleted Items Folder in the Cisco Unity Inbox Web Tool

-
- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Inbox** link.
- Step 2** In the Cisco Unity Inbox, click the **View Deleted Items** icon below the menu bar.
- Step 3** On the Deleted Items page, do any of the following tasks:

Listen to a voice message	Click the speaker icon next to the message. Or Open the message and play it by using the Media Master.
Reply to or forward a message	Open the message, and click the applicable icon.
Restore a message to the Cisco Unity Inbox	Check the check box to the left of the message, and click the Restore Selected Rows to Inbox icon below the menu bar.
Permanently delete a message	Check the check box to the left of the message, click the Delete Selected Rows icon below the menu bar, then click OK .

Deleting Voice Messages in Your E-mail Program

You can delete voice messages from your e-mail program, just as you do e-mail messages. Depending on how Cisco Unity Connection is set up, you may also be able to retrieve deleted messages in the e-mail program to listen to them, to restore them to a folder, or to delete them permanently.

For some e-mail programs, you may need to periodically purge your deleted messages folder to completely delete voice messages. Check with your Connection administrator as to whether this step is necessary for your e-mail program.



CHAPTER 11

Sending and Replying to Messages

You can send voice messages and reply to messages by phone and from the Cisco Unity Inbox web tool. Depending on the tool you use, you can send, reply to, and forward messages to users, as well as to private and system distribution lists, and to e-mail addresses. Cisco Unity Connection does not save your sent messages.

You cannot reply to voice messages from unidentified callers. Also, when your mailbox exceeds its size quota, you may not be able to send messages. (See the [“Managing the Size of Your Mailbox”](#) chapter.)

This chapter contains the following sections:

- [Sending Voice Messages by Phone, page 11-1](#)
- [Sending Voice Messages from the Cisco Unity Inbox Web Tool, page 11-3](#)
- [Replying to Voice Messages by Phone, page 11-5](#)
- [Replying to Voice Messages from the Cisco Unity Inbox Web Tool, page 11-6](#)
- [Forwarding Messages by Phone, page 11-8](#)
- [Forwarding Voice Messages from the Cisco Unity Inbox Web Tool, page 11-9](#)
- [Addressing Voice Messages with the Cisco Unity Inbox Address Book, page 11-10](#)

Sending Voice Messages by Phone

You can send voice messages to Cisco Unity Connection users, and to private and system distribution lists. Connection sends your message to the intended recipients without ringing their extensions.

You can address a message to more than one recipient or list. Depending on the input style you are using, you address a message either by saying the name of a Connection user or distribution list, or by using the phone keypad to spell the name of the user or list, or to enter the extension or list number.

The following special delivery options are available:

Urgent	Mark a message urgent so that Connection sends it before regular messages.
---------------	--

Return receipt	Request a return receipt so that Connection notifies you when the recipient opens the message. (Note that you may not be able to receive all types of receipts, even though the Connection phone menus allow you to request them. Ask your Connection administrator whether the system is set up to send receipts to users.)
Private	Mark a message private so that the recipient knows to treat it confidentially. Connection users cannot forward private messages by phone or from the Cisco Unity Inbox.

This section contains two procedures for sending messages by phone. Do the applicable procedure, depending on whether you are using touchtone keys or voice commands.

The touchtone-key procedure uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.

To Send a Voice Message by Phone Using Touchtone Keys

-
- Step 1** Log on to Cisco Unity Connection.
- Step 2** Press **2**.
- Step 3** Record your message at the tone. Use the following keys as you record:

Key	Action
8	Pause or resume
#	End recording

- Step 4** When you are finished recording, press **#**.
- Step 5** Follow the prompts to address your message. Press **# #** to switch between spelling and number entry.
- Step 6** Press **#** to confirm the recipient.
- Step 7** Press **1** to add another name or list.

Or

Press **#** to send the message.

Or

Press **3** for message options. Then use the following keys to select options, and follow the prompts to send your message:

Key	Action	Key	Action
1	Change address	4	Review message
2	Change recording	#	Send message as is
3	Set special delivery		

To Send a Voice Message By Phone Using Voice Commands

Step 1 Log on to Cisco Unity Connection.

Step 2 When Connection asks “What do you want to do,” say:
“Send a message.”



Tip If you know the message recipient or want to specify a message property, you can say it at this time. For example, “Send an urgent message to Tim Wu” or “Send a private message.”

Step 3 Record your message at the tone.

Step 4 When you are finished recording, press # or stay silent for a few seconds.

Step 5 When prompted, say the name of the message recipient. You can send messages to other Connection users or to distribution lists.

Connection will confirm the recipient name and ask whether you want to add another recipient or if you are done.

Step 6 Repeat [Step 5](#) to add any additional recipients. For faster addressing, you can say the name of the next recipient before Connection finishes the confirmation message.

Or

Say **“Done.”**

Step 7 Use the following voice commands as applicable:

Action	Voice Command
Send the message	“Send”
Review list of recipients	“Review recipients”
Edit list of message recipients	“Edit recipients”
Edit the recorded message	“Change recording”
Review the message properties	“Review message properties”
Mark the message as urgent	“Set urgent”
Mark the message as private	“Set private”
Mark the message as urgent and private	“Set urgent and private”
Mark message for return receipt	“Set return receipt”
Add other recipients	“Add names”
Review the recorded message and message properties	“Review message”

Sending Voice Messages from the Cisco Unity Inbox Web Tool

You can send voice messages to Cisco Unity Connection users, e-mail addresses, and private and system distribution lists.

To address messages to Connection users, enter either their names or their primary extensions. (You cannot address messages to users by entering their alternate extensions.) Messages addressed to e-mail addresses are sent as sound (WAV) files attached to e-mail messages.

The following special delivery options are available:

Mark Urgent	The message is sent before regular messages.
Mark Private	Alerts the recipient to treat the message confidentially. Connection users cannot forward private messages by phone or from the Cisco Unity Inbox.
Request a Heard Message Receipt for This Message	You are notified when the recipient opens the message. (Note that you may not be able to receive all types of receipts, even though the Cisco Unity Inbox allows you to request them. Ask your Connection administrator whether Connection is set up to send receipts to users.)

To Send a Voice Message from the Cisco Unity Inbox Web Tool

-
- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Inbox** link.
- Step 2** In the Cisco Unity Inbox, click the **New Message** icon below the menu bar.
- Step 3** Address the message in one of the following two ways:
- Enter usernames or primary extensions, and/or e-mail addresses in the To, Cc, and Bcc fields, as applicable.
Separate multiple names, extensions, and addresses with semicolons (;). For e-mail addresses, enter the full e-mail address of the recipient (for example, <name>@<domain>.com).
 - Click **To**, **Cc**, or **Bcc** to select recipients in the Address Book. (See also the [“Addressing Voice Messages with the Cisco Unity Inbox Address Book”](#) section on page 11-10.)
- Step 4** If needed, click the **Check Names** icon below the menu bar, then search for and select your recipients to resolve name and extension conflicts. (When names are resolved, they appear as links above the To, Cc, or Bcc fields.)
- 
-
- Tip** Click a link to remove an unwanted addressee.
-
- Step 5** In the Subject field, type the subject of the message.
- Step 6** Choose one or more special delivery options, as applicable.
- Step 7** On the Media Master, click **Record** and record the message.
- Step 8** When you finish recording, click **Stop**.
To review your message before you send it, click **Play** on the Media Master, or click **Record** to rerecord the message.
- Step 9** Click **Send**.
-

Replying to Voice Messages by Phone

When you reply to a message by phone, you can reply to only the sender or to the sender and all other recipients, and you can add recipients. You can also respond to nondelivery receipts (NDRs) by resending the original message.

A message from “Unity Connection Messaging System” means that the caller was not a Connection user or was not logged on as a user when the message was left. You cannot reply to messages from such callers.

This section contains two procedures for replying to messages by phone. Do the applicable procedure, depending on whether you are using touchtone keys or voice commands.

The touchtone-key procedure uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the “[Cisco Unity Connection Voice Commands and Phone Menus](#)” chapter. Ask your Connection administrator which conversation you are set up to use.

To Reply to a Voice Message by Phone Using Touchtone Keys

Step 1 After listening to the message, press **4** to reply to the sender.

Or

Press **4 2** to reply to the sender and to all message recipients.

Step 2 Record your reply, and use the following keys as you record:

Key	Action
8	Pause or resume
#	End recording

Step 3 Press **#** to send the message.

Or

Press **1** to add more recipients or for other message options. Then use the following keys to select options, and follow the prompts to send your message:

Key	Action	Key	Action
1	Change addressing	3	Set special delivery
2	Change recording	4	Review message (Resend original message when responding to an NDR)

Step 4 After you send your reply, follow the prompts to handle the original message.

To Reply to a Voice Message by Phone Using Voice Commands

- Step 1** After listening to the message, say:
“Reply” to reply to the sender.
 Or
“Reply All” to reply to the sender and to all message recipients.
- Step 2** Record your message at the tone.
- Step 3** When you are finished recording, press # or stay silent for a few seconds.
- Step 4** Use the following voice commands as applicable:

Action	Voice Command
Send the message	“Send”
Review list of recipients	“Review recipients”
Edit list of message recipients	“Edit recipients”
Edit the recorded message	“Change recording”
Review the message properties	“Review message properties”
Mark the message as urgent	“Set urgent”
Mark the message as private	“Set private”
Mark the message as urgent and private	“Set urgent and private”
Mark message for return receipt	“Set return receipt”
Add other recipients	“Add names”
Review the recorded message and message properties	“Review message”

- Step 5** After you send your reply, follow the prompts to handle the original message.

Replying to Voice Messages from the Cisco Unity Inbox Web Tool

You can reply to voice messages from other Cisco Unity Connection users. You can respond to just the sender, and you can add recipients, such as users, e-mail addresses, and private and system distribution lists. You can also respond to nondelivery receipts (NDRs) by resending the original message.

A message from “Unity Connection Messaging System” means that the caller was not a Connection user or was not logged on as a user when the message was left. You cannot reply to messages from such callers.

The following special delivery options are available:

Mark Urgent	The message is sent before regular messages.
Mark Private¹	Alerts the recipient to treat the message confidentially. Connection users cannot forward private messages by phone or from the Cisco Unity Inbox.
Request a Heard Message Receipt for This Message	You are notified when the recipient opens the message. (Note that you may not be able to receive all types of receipts, even though the Cisco Unity Inbox allows you to request them. Ask your Connection administrator whether the system is set up to send receipts to users.)

1. Connection may offer you the private secure delivery option instead. The private secure option provides the additional benefit of encrypting the message. Ask your Connection administrator for details.

To Reply to a Voice Message from the Cisco Unity Inbox Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Inbox** link.
 - Step 2** In the Cisco Unity Inbox, click the name of the sender.
 - Step 3** In the open message, click **Reply**, **Reply to All**, or **Resend**, as applicable.
 - Step 4** Address the message to additional recipients in one of the following two ways:
 - Enter user names or primary extensions, and/or e-mail addresses in the To, Cc, and Bcc fields, as applicable.
Separate multiple names, extensions, and addresses with semicolons (;). For e-mail addresses, enter the full e-mail address of the recipient (for example, <name>@<domain>.com).
 - Click **To**, **Cc**, or **Bcc** to select recipients in the Address Book. (See also the [“Addressing Voice Messages with the Cisco Unity Inbox Address Book”](#) section on page 11-10.)
 - Step 5** If needed, click the **Check Names** icon below the menu bar, then search for and select your recipients to resolve name and extension conflicts. (When the names are resolved, they appear as links above the To, Cc, or Bcc fields.)
- 

Tip Click a link to remove an unwanted addressee.
- Step 6** Edit the Subject field, as applicable.
 - Step 7** Choose one or more special delivery options, as applicable.
 - Step 8** On the Media Master control bar, click **Record** and record the message.
 - Step 9** When you finish recording, click **Stop**.
To review your message before you send it, click **Play** on the Media Master, or click **Record** to rerecord the message.
 - Step 10** Click **Send**.

Forwarding Messages by Phone

Messages marked private cannot be forwarded by phone or from the Cisco Unity Inbox web tool. This includes any voice message that you or another Cisco Unity Connection user marked private.

This section contains two procedures for forwarding messages by phone. Do the applicable procedure, depending on whether you are using touchtone keys or voice commands.

The touchtone-key procedure uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.

To Forward a Message by Phone Using Touchtone Keys

Step 1 After listening to the message, press 5.

Step 2 Record an introduction at the tone. Use the following keys as you record:

Key	Action
8	Pause or resume
#	End recording

Step 3 When you are finished recording, press #.

Step 4 Follow the prompts to address your message. Press # # to switch between spelling and number entry. (To address the message to a private list, you must switch to number entry.)

Step 5 Press # to confirm the recipient.

Step 6 Press 1 to add another name or list.

Or

Press # to send the message as is.

Or

Press 3 for message options. Then use the following keys to select options, and follow the prompts to send your message:

Key	Action	Key	Action
1	Change addressing	4	Review message
2	Change recording	#	Send message as is
3	Set special delivery		

Step 7 Press # to forward the message.

Step 8 After you send the forwarded message, follow the prompts to handle the original message.

To Forward a Message by Phone Using Voice Commands

Step 1 After listening to the message, say **“Forward.”**

Step 2 Record an introduction to the message, and use the following keys as you record:

Key	Action
8	Pause or resume
#	End recording

Step 3 Use the following voice commands as applicable:

Action	Voice Command
Send the message	“Send”
Review list of recipients	“Review recipients”
Edit list of message recipients	“Edit recipients”
Edit the recorded message	“Edit message”
Review the message properties	“Review message properties”
Mark the message as urgent	“Set urgent”
Mark the message as private	“Set private”
Mark the message as urgent and private	“Set urgent and private”
Mark message for return receipt	“Set return receipt”
Add other recipients	“Add names”
Review the recorded message and message properties	“Review message”

Step 4 After you have sent the forwarded message, follow the prompts to handle the original message.

Forwarding Voice Messages from the Cisco Unity Inbox Web Tool

You can forward voice messages to other Cisco Unity Connection users, e-mail addresses, and private and system distribution lists. Messages that you or another Connection user mark private cannot be forwarded to anyone from the Cisco Unity Inbox web tool.

You can forward a message as is or record an introduction that plays before the forwarded message. The following special delivery options are available:

Mark Urgent	The message is sent before regular messages.
--------------------	--

Mark Private	Alerts the recipient to treat the message confidentially. Connection users cannot forward private messages by phone or from the Cisco Unity Inbox.
Request a Heard Message Receipt for This Message	You are notified when the recipient opens the message. (Note that you may not be able to receive all types of receipts, even though the Cisco Unity Inbox allows you to request them. Ask your Connection administrator whether the system is set up to send receipts to users.)

To Forward a Voice Message from the Cisco Unity Inbox Web Tool

-
- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Inbox** link.
- Step 2** In the Cisco Unity Inbox, click the name of the sender.
- Step 3** In the open message, click **Forward**.
- Step 4** Address the message in one of the following two ways:
- Enter user names or primary extensions, and/or e-mail addresses in the To, Cc, and Bcc fields, as applicable.
Separate multiple names, extensions, and addresses with semicolons (;). For e-mail addresses, enter the full e-mail address of the recipient (for example, <name>@<domain>.com).
 - Click **To**, **Cc**, or **Bcc** to select recipients in the Address Book. (See also the [“Addressing Voice Messages with the Cisco Unity Inbox Address Book”](#) section on page 11-10.)
- Step 5** If needed, click the **Check Names** icon below the menu bar, then search for and select your recipients to resolve name and extension conflicts. (When the names are resolved, they appear as links above the To, Cc, or Bcc fields.)
- 
-
- Tip** You can click a link to remove an unwanted addressee.
-
- Step 6** Choose one or more special delivery options, as applicable.
- Step 7** On the Media Master, click **Record** and record an introduction, if applicable.
- Step 8** When you finish recording, click **Stop**.
To review your message before you send it, click **Play** on the Media Master, or click **Record** to rerecord the message.
- Step 9** Click **Send**.
-

Addressing Voice Messages with the Cisco Unity Inbox Address Book

The Cisco Unity Inbox Address Book contains all Cisco Unity Connection users, and private and system distribution lists to whom you can send voice messages.

Depending on how Cisco Unity Connection is set up at your organization, the Cisco Unity Inbox Address Book may also contain remote contacts to whom you can send voice messages. Remote contacts are users on remote voice messaging systems who are not in the directory.

To Address a Voice Message with the Cisco Unity Inbox Address Book

-
- Step 1** In the New Message dialog box, click the **Address Book** icon below the menu bar.
- Step 2** In the Find Names dialog box, click the applicable tab to specify the search scope.
- Step 3** In one or more fields, enter the applicable information about the user, private or system distribution list, or remote contact to whom you want to address the message.

**Tip**

Enter an asterisk (*) in a field to list all users, private lists, system distribution lists, or remote contacts. For faster results, enter one or more characters or values followed by * to narrow your search. If you are searching for a common name, make sure that you enter information in more than one field.

- Step 4** Click **Find**.
- Step 5** In the list of possible matches, click the recipient that you want to receive the message, then click **To**, **Cc**, or **Bcc**. (To listen to the recorded name of a user or list, click the speaker icon.)
- Or
- If you do not see the recipient you want, try entering different search criteria, then click **Find** to search again.

**Tip**

When a search returns more matches than expected, increase the value in the Rows Per Page list to view as many matches as possible. To limit the search, enter more complete search criteria, and/or enter the applicable information in any additional fields that you left blank. Then click Find to search again.

- Step 6** Click **Close**.
-



CHAPTER 12

Managing Your Personal Contacts List



Note

This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

Cisco Unity Connection uses the information in your personal contacts list to forward your incoming calls and to help you place outgoing calls. Connection also uses your personal contacts list to identify the people who call you.

Your personal contacts list supplements the information in the Cisco Unity Connection directory. The Connection directory is internal to your organization and maintained by your system administrators, while the personal contacts list is set up and maintained by you.

You can use your personal contacts list to store names and numbers for people who are not included in the Connection directory, including customers, suppliers, family members, and friends.

You manage your personal contacts list in the Personal Call Transfer Rules web tool. You can add Connection users to your personal contacts list; however, the entries are not automatically updated and maintained by the system. For example, if a co-worker who is listed leaves the company, you will need to manually delete the entry from your personal contacts list.

If you use voice commands to place calls, consider the following advantages to adding other Connection users to your personal contacts list:

- Using alternate names. Alternate names can improve accuracy when you use voice commands to dial co-workers. Consider creating and using nicknames or other alternate names for those people in the Connection directory to whom you regularly place calls or whose names you find difficult to pronounce.
- Using external numbers. If you regularly call co-workers on their personal mobile phones, add their Cisco Unity Connection directory information to your personal contacts list along with their mobile phone number so that you can use voice commands to reach them quickly.

(Note that to place calls by using voice commands, you must be logged on to Connection. See the [“Placing Calls by Using Voice Commands”](#) chapter.)

This chapter contains the following sections:

- [Adding Personal Contacts in the Personal Call Transfer Rules Web Tool, page 12-2](#)
- [Changing Information for Personal Contacts in the Personal Call Transfer Rules Web Tool, page 12-3](#)
- [Deleting Personal Contacts in the Personal Call Transfer Rules Web Tool, page 12-4](#)
- [Importing Exchange Contacts into Your Personal Contacts List in the Personal Call Transfer Rules Web Tool, page 12-4](#)

Adding Personal Contacts in the Personal Call Transfer Rules Web Tool

You can enter e-mail and phone information for your personal contacts. There are two types of phone numbers that you can specify:

Phone number	Use the Work Phone, Home Phone, and Mobile Phone fields to enter phone numbers that Connection uses when matching your personal call transfer rules against incoming phone calls from personal contacts. (For example, if you want to create a personal call transfer rule based on the home phone number for your mother, enter the number in the Home Phone field.)
Dialable Phone number	Use the Dialable Work Phone, Dialable Home Phone, and Dialable Mobile Phone fields when you want to be able to call personal contacts by using voice commands. You must specify the phone number in both the Dialable Phone field and the corresponding Phone field. (For example, if you want to be able to call your mother at home by using voice commands, enter the number in the Dialable Home Phone and Home Phone fields.) For Dialable Phone numbers, add any additional numbers necessary to dial outside calls, for example 9 + area code + phone number.

E-mail addresses are for your information only; Connection does not use e-mail addresses in the personal contacts list.



Tip

You can import Microsoft Exchange contacts into your Cisco Unity Connection personal contacts list. For information on importing Exchange contacts, see the [“Importing Exchange Contacts into Your Personal Contacts List in the Personal Call Transfer Rules Web Tool”](#) section on page 12-4.

To Add a Personal Contact in the Personal Call Transfer Rules Web Tool

- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
- Step 2** On the Contacts menu, click **View Contacts**.
- Step 3** On the Personal Contacts page, click the **New Contact** icon below the menu bar.
- Step 4** In the Add Contact Entry page, enter the first and last names.
- Step 5** If you enter the names by using non-Roman alphabet characters (for example, Kanji characters for a Japanese contact), also enter the names by using the Roman alphabet in the Alternate Spelling of First Name and Alternate Spelling of Last Name fields.

You can use the characters A-Z, a-z, and 0-9. Entering this alternate spelling enables Connection to identify the names if you call the contact by using voice commands.
- Step 6** If you use voice commands and the contact is known by any alternate names (for example, a maiden name or a nickname), enter the name(s) in the Alternate Names section. You can enter a first name, last name, or both.
- Step 7** To add another alternate name for the contact, click **Add Row**, and enter the name(s).
- Step 8** Repeat [Step 7](#) to add any additional alternate names for the contact.
- Step 9** Enter contact information as applicable.

When entering Dialable Phone numbers, if the phone number is an internal number, enter the extension for the contact. For external numbers, enter the phone number beginning with any access code needed to make an outside call (for example, 9). You can enter digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include 1, the country code, and the area code as applicable. You can also enter:

- , (comma) to insert a one-second pause.
- # and * to correspond to the # and * keys on the phone.

Step 10 Click **Save**. The entry is added to your personal contacts list.

Changing Information for Personal Contacts in the Personal Call Transfer Rules Web Tool

Do the procedure in this section when you want to change the name or phone number for a contact, or to assign an alternate name.

To Change Information for a Personal Contact in the Personal Call Transfer Rules Web Tool

- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
- Step 2** On the Contacts menu, click **View Contacts**.
- Step 3** On the Personal Contacts page, click the first name of the contact whose information you want to change.
- Step 4** In the Alternate Spelling of First Name and Alternate Spelling of Last Name fields, change the alternate spellings of your contact's name, as applicable.
- If you use non-Roman alphabet characters in the First Name and Last Name fields, using the Roman alphabet for the alternate spellings enables Connection to identify the names if you call the contact by using voice commands. You can use the characters A-Z, a-z, and 0-9.
- Step 5** In the Alternate Names section, change the information as applicable:
- To delete an alternate name, check the check box next to the name, and click **Delete Selected**.
 - To add an alternate name, click **Add Row** and enter the name(s).
- Step 6** Change the applicable e-mail and phone information.
- When entering Dialable Phone numbers, if the phone number is an internal number, enter the extension for the contact. For external numbers, enter the phone number beginning with any access code needed to make an outside call (for example, 9). You can enter digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include 1, the country code, and the area code as applicable. You can also enter:
- , (comma) to insert a one-second pause.
 - # and * to correspond to the # and * keys on the phone.
- Step 7** In the Caller Group Membership section, change the information as applicable:
- To remove the contact from a caller group, uncheck the check box next to the group name.
 - To add the contact to a caller group, check the check box next to the group name.

**Note**

If you have no caller groups set up, the Caller Group Membership section is not displayed.

Step 8 Click **Save**.

Deleting Personal Contacts in the Personal Call Transfer Rules Web Tool

Personal contacts cannot be deleted if they are part of a caller group or a rule; you must remove the contact from the caller group or rule first before deleting the contact entry.

To Delete a Personal Contact in the Personal Call Transfer Rules Web Tool

-
- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
- Step 2** On the Contacts menu, click **View Contacts**.
- Step 3** On the Personal Contacts page, check the check box next to the contact name. You can check multiple check boxes to delete more than one contact at a time.
- Step 4** Click the **Delete Selected Rows** icon below the menu bar.
-

Importing Exchange Contacts into Your Personal Contacts List in the Personal Call Transfer Rules Web Tool

**Note**

This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

You can save time entering information in your personal contacts list by importing the entries from your Microsoft Exchange Contacts folder. This is also a good method for ensuring that your personal contacts information is current.

Cisco Unity Connection imports only the names, phone numbers, and e-mail addresses of the contacts stored on the Exchange server. During the import process, Connection will:

- Display the number of contacts in your personal contacts list before the import.
- Import new Exchange contact information into the personal contacts list.
- Update any Exchange contact information that may have changed since the last import.
- Remove contacts from your personal contacts list that have been deleted in Exchange since the last import.

Note that Connection does not distinguish duplicate entries or enter phone number information in the Dialable Phone fields. After the import is complete, you may want to review your personal contacts list to remove duplicate entries or to add dialable phone numbers if you call contacts by using voice commands. (See [“Adding Personal Contacts in the Personal Call Transfer Rules Web Tool”](#) section on page 12-2 for information about adding dialable phone information for a contact.)

To Import Exchange Contacts into Your Personal Contacts List in the Personal Call Transfer Rules Web Tool

-
- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
- Step 2** On the Contacts menu, click **Import Contacts**.
- Step 3** On the Import Contacts from Exchange page, click **Import Contacts**.
- Connection imports the entries from your Exchange Contacts folder, and displays the results of the import.
-



CHAPTER 13

Placing Calls by Using Voice Commands



Note

This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

The name dialing feature allows you to place a call to another Cisco Unity Connection user by saying the person's name or extension. For example, when you say “Call Harriet Smith,” Connection finds the extension for Harriet in the corporate directory and places the call. To use the name dialing feature, you must be configured to use the voice-recognition option, and have the Input Style setting in the Cisco Unity Assistant web tool set to use voice commands. (See the [“Changing Your Phone Input Style” section on page 15-4](#) for more information.)

If you are configured to use the Personal Call Transfer Rules web tool, the feature also allows you to place calls to personal contacts. You can set up a personal contacts list with names and phone numbers for people who are not in the Connection directory, such as your customers, suppliers, family members, and friends. To place a call, you say the name and the phone at which you want to reach your contact. For example, when you say “Call Bob at home,” Connection finds the home number for Bob in your personal contacts list and places the call. (See the [“Managing Your Personal Contacts List”](#) chapter for more information.)

Note that to place calls by using voice commands, you must be logged on to Connection.



Tip

Consider adding alternate names for yourself, if applicable, to help callers reach you successfully when they ask for you by name. See the [“Adding Alternate Names for Yourself” section on page 14-3](#) for more information.

After you say a name or extension, Connection plays a matching name or extension and places the call. If Connection finds more than one match for a name or extension that you requested, the first match is played and Connection will ask you to confirm whether the person is correct. If not, say “No,” and Connection will continue to play the other matches.

To Place a Call by Using Voice Commands

Step 1 Log on to Cisco Unity Connection.

- Step 2** When Connection asks, “What do you want to do,” say:
- “**Call** <Name/alternate name>” to call a Connection user. (For example, “Call Frank Edwards.”)
- Or
- “**Call** <Number>” to call a Connection extension. Say each digit individually. (For example, for extension 12345, say “Call one two three four five,” not “Call twelve three forty-five.”)
- Or
- “**Call** <Name/alternate name> **at** <home/work/mobile>” to call a contact at a particular number. (For example, “Call Bob on his mobile” or “Call Service Department at work.”)
- Step 3** After Connection says the name or number of the person you are calling, you can allow the call to connect or you can say “**Cancel**” to halt the last action without losing your connection to Cisco Unity Connection.
-



CHAPTER 14

Changing Personal Settings

Personal settings control the information about you as a user on Cisco Unity Connection and some of the choices you make for interacting with the system.

This chapter contains the following sections:

- [Changing Your Recorded Name, page 14-1](#)
- [Adding Alternate Spellings of Your Name, page 14-2](#)
- [Adding Alternate Names for Yourself, page 3](#)
- [Adding Alternate Devices, page 14-3](#)
- [Changing Your Directory Listing Status, page 14-4](#)

Changing Your Recorded Name

Your recorded name plays with messages that you leave for other users and identifies you in directory assistance. It also plays with any of your greetings that use system default recordings instead of your own recordings.



Tip

Other Cisco Unity Connection users do not hear your alternate greeting when they send messages to you by phone. Whenever you enable your alternate greeting, consider changing your recorded name to include information that you are out of the office.

This section contains two procedures. Do the applicable procedure to change your recorded name by phone or in the Cisco Unity Assistant web tool.

The phone procedure uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.

To Change Your Recorded Name by Phone

- Step 1** Log on to Cisco Unity Connection.

Step 2 If you are not using voice commands, skip to [Step 3](#).

If you are using voice commands, say “**Touchtone conversation**” or press **9** to temporarily change to using touchtone keys.



Tip To switch back to using voice commands after you have finished changing your recorded name, hang up and log on to Connection again.

Step 3 Press **4 3 2**.

Step 4 At the tone, record your name or press ***** to keep the current recording. Use the following keys as you record:

Key	Action
8	Pause or resume
#	End recording

Table 14-1 *Use These Keys Anytime*

Key	Action
*	Cancel or back up
0	Help

To Change Your Recorded Name in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Personal**.
- Step 3** On the Personal page, on the Media Master, click **Record** and record your name.
- Step 4** When you finish recording, click **Stop**.
- Step 5** Click **Save**.
-

Adding Alternate Spellings of Your Name

If your name is entered using non-Roman alphabet characters (for example, Kanji characters), you can enter an alternate spelling of your name using the Roman alphabet. Entering an alternate spelling enables Cisco Unity Connection to identify you if another Connection user or an outside caller tries to call you using voice recognition.

To Add An Alternate Spelling of Your Name in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.

- Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Personal**.
- Step 3** On the Personal page, under Name, enter an alternate spelling of your name in the Alternate Spelling of First Name and Alternate Spelling of Last Name fields.
- You can use the characters A-Z, a-z, and 0-9.
- Step 4** Click **Save**.
-

Adding Alternate Names for Yourself

You can set Cisco Unity Connection to recognize you by one or more alternate names that you specify. Alternate names are different from the version of your name listed in the corporate directory.

Connection recognizes common nicknames, such as Bill for William and Cathy for Catherine. However, consider adding alternate names for yourself in the following situations, to help callers reach you successfully when they ask for you by name:

- You are known by an uncommon nickname. (For example, your name is William but you use the nickname Buddy.)
- You are known by additional names. (For example, a middle name or a maiden name.)
- Your name is not pronounced the way it would be read. (For example, your name is Janet and is pronounced Jah-nay. You would add the pronunciation spelling “Jahnay” as an alternate name.)

To Add An Alternate Name for Yourself in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Personal**.
- Step 3** On the Personal page, under Alternate Names, enter your alternate names.
- Step 4** To add more alternate names, click **Add Row** and repeat [Step 3](#).
- Step 5** Click **Save**.
-

Adding Alternate Devices

You can add information about other devices that you use—such as a pager, a mobile phone, a home phone, or a phone at another work site—to your Cisco Unity Connection personal preferences. This makes calling Connection from an alternate device more convenient because the system behaves the same way as when you call from your primary extension.

Your Connection administrator may also add alternate devices for you, in addition to your primary extension, and may allow you to do so as well in the Cisco Unity Assistant web tool.

If you set an alternate device to forward to Connection, callers can hear your greeting and leave messages for you in your Connection mailbox, just as they would when dialing your primary extension. (You set forwarding from the device itself, not in Connection.) Note that the phone number must be able to be passed to Connection for the system to recognize the device. Talk to your Connection administrator to learn more.

You can add five alternate devices and view any administrator-defined alternate devices in the Cisco Unity Assistant.

To Add an Alternate Device in the Cisco Unity Assistant Web Tool

-
- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Personal**.
- Step 3** In the Alternate Extension section, in the User Defined Extensions table, enter an extension or phone number up to 30 characters in length in the Number field for the device.
- When entering numbers in the User Defined Extensions table, note the following considerations:
- Each alternate device that you add must be unique; Connection will not accept a number that is already assigned to another user (either as a primary extension or alternate device) or to another Connection entity (such as a public distribution list).
 - Use digits 0 through 9. Do not use spaces, dashes, or parentheses.
 - You may also be able to enter a valid alias for a SIP URL. For example, if the URL is SIP:aabade@cisco.com, enter aabade. Talk to your Connection administrator to learn more.
- Step 4** Optionally, enter a description for the device in the Name field. For example, you might enter “Mobile work phone” or “My personal mobile phone.”
- Step 5** To add another device, click **Add Row**, and repeat [Step 3](#) and [Step 4](#).
- Step 6** Click **Save**. All alternate devices that you entered are enabled.
-

Changing Your Directory Listing Status

You can choose whether to be listed in the corporate phone directory. When you are listed in the directory, callers who do not know your extension can reach you by finding your name in directory assistance.



Note

You may need to have a recorded name to be listed in the directory. Ask your Connection administrator.

This section contains two procedures. Do the applicable procedure to change your directory listing status by phone or in the Cisco Unity Assistant web tool.

The phone procedure uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the “[Cisco Unity Connection Voice Commands and Phone Menus](#)” chapter. Ask your Connection administrator which conversation you are set up to use.

To Change Your Directory Listing Status by Phone

-
- Step 1** Log on to Cisco Unity Connection.

Step 2 If you are not using voice commands, skip to [Step 3](#).

If you are using voice commands, say “**Touchtone conversation**” or press **9** to temporarily change to using touchtone keys.

**Tip**

To switch back to using voice commands after you have finished changing your directory listing status, hang up and log on to Connection again.

Step 3 Press **4 3 3**. Connection tells you whether or not you are listed in the directory.

Step 4 Press **1** to change your directory listing status.

Table 14-2 Use These Keys Anytime

Key	Task
*	Cancel or back up
0	Help

To Change Your Directory Listing Status in the Cisco Unity Assistant Web Tool

Step 1 On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.

Step 2 In the Cisco Unity Assistant, on the Preferences menu, click **Personal**.

Step 3 In the Directory Listing section, check the **List in Phone Directory** check box to be listed.

Or

Uncheck the **List in Phone Directory** check box to not be listed.

Step 4 Click **Save**.



CHAPTER 15

Changing Cisco Unity Connection Conversation Settings

Conversation settings control what you hear and how you interact with Cisco Unity Connection by phone. By using the settings in conjunction with message playback settings, you can customize many aspects of the Connection conversation.

This chapter contains the following sections:

- [Changing Your Connection Conversation Language, page 15-1](#)
- [Changing Your Connection Conversation Menu Style, page 15-2](#)
- [Changing the Volume of the Connection Conversation, page 15-3](#)
- [Changing the Speed of the Connection Conversation, page 15-3](#)
- [Changing the Time Format Used for Message Time Stamps, page 15-4](#)
- [Changing Your Phone Input Style, page 15-4](#)
- [Adjusting Voice-Recognition Settings, page 15-5](#)
- [Changing What Connection Plays When You Log On, page 15-5](#)
- [Changing Your Message Addressing Setting, page 15-6](#)

Changing Your Connection Conversation Language

You may be able to select the language in which you hear the Cisco Unity Connection conversation. (Your Connection administrator sets the language in which callers hear the Connection conversation.)

You change your conversation language only in the Cisco Unity Assistant web tool, not by phone.

To Change Your Connection Conversation Language in the Cisco Unity Assistant Web Tool

-
- | | |
|---------------|---|
| Step 1 | On the Cisco PCA Home page, click the Cisco Unity Assistant link. |
| Step 2 | In the Cisco Unity Assistant, on the Preferences menu, click Phone Menu . |
| Step 3 | On the Phone Menu page, in the Language list, click the language in which you want to hear the Connection conversation. |
| Step 4 | Scroll to the bottom of the page, and click Save . |
-

Changing Your Connection Conversation Menu Style

You can hear either full or brief menus when you access Cisco Unity Connection by phone using the touchtone-key input style. Full menus provide comprehensive instructions, and brief menus provide abbreviated versions of full menus. The voice-recognition input style uses only full menus.

This section contains two procedures. Do the applicable procedure to change the menu style by phone or in the Cisco Unity Assistant web tool.

The phone procedure uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.

To Change Your Connection Conversation Menu Style by Phone

Step 1 Log on to Cisco Unity Connection.

Step 2 If you are not using voice commands, skip to [Step 3](#).

If you are using voice commands, say **“Touchtone conversation”** or press **9** to temporarily change to using touchtone keys.



Tip To switch back to using voice commands after you have finished changing your conversation menu style, hang up and log on to Connection again.

Step 3 Press **4 2 3**.

Step 4 Press **1** to switch between full and brief menus.

Table 15-1 *Use These Keys Anytime*

Key	Action
*	Cancel or back up
0	Help

To Change Your Connection Conversation Menu Style in the Cisco Unity Assistant Web Tool

Step 1 On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.

Step 2 In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.

Step 3 On the Phone Menu page, in the Menu Style list, choose the menu style that you want to hear:

Full	Connection plays comprehensive instructions. Use if you are a new Connection user.
Brief	Connection plays abbreviated versions of the full menus. Use if you are a more experienced user.

- Step 4** Scroll to the bottom of the page, and click **Save**.
-

Changing the Volume of the Connection Conversation

You can set the volume level at which you hear prompts, recorded names, and user greetings in the Cisco Unity Connection conversation.



Note

The volume that you specify here does not affect the volume of messages.

To Change the Volume of the Connection Conversation in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.
- Step 3** On the Phone Menu page, in the Menu Volume list, click the level at which you want to hear the Connection conversation.
- Step 4** Scroll to the bottom of the page, and click **Save**.
-

Changing the Speed of the Connection Conversation

You can set the speed at which you hear prompts, recorded names, and user greetings in the Cisco Unity Connection conversation.



Note

The speed that you specify here does not affect the speed of messages.

To Change the Speed of the Connection Conversation in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.
- Step 3** On the Phone Menu page, in the Menu Speed list, click the level at which you want to hear the Connection conversation.
- Step 4** Scroll to the bottom of the page, and click **Save**.
-

Changing the Time Format Used for Message Time Stamps

You can select the time format used for the message time stamps that you hear when you listen to your messages by phone. The following time formats are available:

12-Hour Clock	You hear “1 p.m.” when listening to the time stamp for a message left at 1:00 p.m.
24-Hour Clock	You hear “1300” when listening to the time stamp for a message left at 1:00 p.m.

You change your time-stamp preference only in the Cisco Unity Assistant web tool, not by phone.

To Change the Time Format Used for Message Time Stamps in the Cisco Unity Assistant Web Tool

-
- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.
- Step 3** On the Phone Menu page, in the Time Format list, choose the time format that you want to use.
- Step 4** Scroll to the bottom of the page, and click **Save**.
-

Changing Your Phone Input Style

You can choose the input style you use when accessing Cisco Unity Connection by phone:

- Use the touchtone keys on the phone keypad to manage messages and personal settings.
- Use voice commands to manage messages and personal settings, in addition to using the touchtone keys on the phone keypad.

You change the phone input style only in the Cisco Unity Assistant web tool, not by phone.

To Change Your Phone Input Style in the Cisco Unity Assistant Web Tool

-
- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.
- Step 3** On the Phone Menu page, in the Input Style field, choose the applicable style:

Touchtone Keys Only	To use touchtone keys.
Voice Recognition	To use voice commands.

- Step 4** Click **Save**.
-

Adjusting Voice-Recognition Settings

With the voice-recognition input style, you can adjust the following settings:

- The amount of time Connection waits for your first voice command after playing a menu.
- The level of Connection confidence in its interpretations of your commands, which determines whether it prompts you for confirmation.

You adjust voice-recognition settings only in the Cisco Unity Assistant web tool, not by phone.

To Adjust Voice-Recognition Settings in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.
- Step 3** On the Phone Menu page, in the Voice Recognition Responses section, adjust the settings as applicable:

Time to Wait Between Spoken Words	Increase the number of milliseconds if you find that you need more time to to finish saying a command than Connection typically allows. Decrease the number of milliseconds if you prefer that Connection respond more quickly after you say a command. Note 1 second equals 1,000 milliseconds.
Voice-Recognition Confirmation Confidence Threshold	Increase the percentage if you find that Connection misinterprets your voice commands and you would prefer that it ask you more often to confirm your intentions. Decrease the percentage if you find that Connection too frequently prompts you to confirm voice commands that it interprets correctly. Note Setting the value to 0 results in no prompts for confirmation, and setting it to 100 results in confirmation prompts for all voice commands. The default value should reliably filter out most errors and provide confirmation when necessary for most users.

- Step 4** Click **Save**.

Changing What Connection Plays When You Log On

You can control what Cisco Unity Connection plays when you log on by phone:

- You can choose whether or not Connection plays your recorded name.
- You can choose the types of messages for which Connection announces count totals when you check messages.

You change your logon conversation only in the Cisco Unity Assistant web tool, not by phone.

To Change What Cisco Unity Connection Plays When You Log On

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.
- Step 3** On the Phone Menu page, in the After Logging On Play section, check the **Play My Recorded Name** check box to hear your recorded name when you call Connection and log on.
- Step 4** Check the **Play Alternate Greeting Notification** check box to have Connection tell you when your alternate greeting is turned on.
- Step 5** Check the **Access my E-mails through Text to Speech** check box to hear your e-mail messages when you call Connection and log on, if applicable.
- Step 6** In the For New Messages Play section, check any of the following check boxes, depending on the message counts you want to hear and whether you have the text-to-speech option:

Message Count Totals	Connection announces the total number of all messages (voice, e-mail, and receipt messages).
Voice Message Counts	Connection announces the number of voice messages.
E-mail Message Counts¹	Connection announces the number of e-mail messages.

1. Although e-mail counts are offered on the Phone Menu page, Connection plays e-mails only for users who also have the text-to-speech option.

- Step 7** In the For Saved Messages Play section, check the **Message Count Totals** check box to have Connection announce the total number of all saved messages (voice, e-mail, and receipt messages).
- Step 8** Click **Save**.

Changing Your Message Addressing Setting

Cisco Unity Connection provides two ways to address messages to other users when your phone input style is set to Touchtone Keys Only:

- Spell a user name.
- Enter a user extension.

You may be able to switch between spelling and number entry by pressing # # when you are prompted to address a message over the phone, regardless of the message addressing setting that you choose.

You change the message addressing setting that Connection uses by default only in the Cisco Unity Assistant web tool, not by phone.

To Change Your Message Addressing Setting in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.
- Step 3** On the Phone Menu page, in the Touchtone Keys Settings section, click the option that you want to use as the default for how to identify users when addressing messages that you send.

Step 4 Scroll to the bottom of the page, and click **Save**.



CHAPTER 16

Changing Recording and Playback Settings

Recording and playback settings allow you to change the devices that you use to record and play messages, and to change playback volume and adjust playback speed.

This chapter contains the following sections:

- [Changing Recording and Playback Devices, page 16-1](#)
- [Changing Playback Volume for Messages, page 16-2](#)
- [Changing Playback Speed for Messages, page 16-3](#)

Changing Recording and Playback Devices

You can choose the devices you use for recording and playback in Cisco Unity Connection:

Recording	You speak into your phone or into a multimedia microphone (if your computer has one).
Playback	You hear recordings through your phone or through multimedia speakers (if your computer has them). If you play messages through multimedia speakers while working in a low-bandwidth environment, sound quality may suffer. To improve sound quality when using the Cisco Unity Inbox web tool, ask your Connection administrator for assistance.

The phone offers the best sound quality for recordings. By default, the Media Master uses the phone as the recording and playback device. (For information on the Media Master, see the [“Working with the Media Master” section on page 2-4.](#))

Note that updates to the Media Master are saved per user, per computer. If you also use another computer to access the Media Master (for example, a computer at home), you need to update the Media Master settings on the second computer as well.

To Choose Recording and Playback Devices

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant**, the **Cisco Unity Inbox**, or the **Cisco Unity Personal Call Transfer Rules** link.
- Step 2** Go to any page that contains the Media Master. (For example, in the Cisco Unity Assistant web tool, on the Preferences menu, click Personal to use the one in the Recorded Name field.)
- Step 3** On the Options menu, click **Playback & Recording**.

Step 4 Set the applicable device:

Playback Device	Choose the phone or the multimedia speakers attached to your computer. If you choose the phone, click your extension or enter another phone number in the Active Phone Number field.
Recording Device	Choose the phone or the multimedia microphone attached to your computer. If you choose the phone, click your extension or enter another phone number in the Active Phone Number field. Tip Use the phone to get the best sound quality.

Step 5 Choose the performance setting that best suits your system:

Play Message While Downloading	Play messages as they download to Connection.
Download Complete Message Before Playing	Download messages completely before they are played. Tip For the best performance and quality, we recommend that users who use Connection in a low-bandwidth environment (for example, with a slow modem) download messages completely before playing them.

Step 6 Click **OK**.

Changing Playback Volume for Messages

You can adjust the playback volume of messages in several ways. As you listen to an individual message by phone, you can adjust the volume by using touchtone keys (the change does not affect the playback volume of other messages). To adjust the playback volume for all messages that you hear by phone, you use the Cisco Unity Assistant web tool.

To adjust the playback volume for all messages that you hear through your computer speakers, you use the Media Master.

This section contains three procedures. Do the applicable procedure to change message-playback volume for an individual message, or for all messages heard by phone or through computer speakers.

The procedure for an individual message uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.



Note

The volume that you set in the following procedures does not affect the volume of the Cisco Unity Connection conversation, recorded names, or user greetings.

To Change Playback Volume for an Individual Message by Phone

While listening to a message, toggle among these volume settings to adjust the volume of the message:

Press 5 once	Increases the volume.
Press 5 again	Decreases the volume.
Press 5 again	Returns the volume to normal.



Note These touchtone keys do not work if you are configured for the voice-recognition option. Instead, use the volume control on your phone to adjust message volume.

To Change Playback Volume for All Messages You Hear by Phone

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
 - Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.
 - Step 3** On the Phone Menu page, in the Message Volume list, click the level at which you want to hear messages played.
 - Step 4** Scroll to the bottom of the page, and click **Save**.
-

To Change Playback Volume for All Messages You Hear Through Computer Speakers

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant**, the **Cisco Unity Inbox**, or the **Cisco Unity Personal Call Transfer Rules** link.
 - Step 2** Go to any page that contains the Media Master. (For example, in the Cisco Unity Assistant web tool, on the Preferences menu, click Personal to use the one in the Recorded Name field.)
 - Step 3** In the Media Master, click and drag the **Volume** slider to decrease or increase playback volume, as applicable.
-

Changing Playback Speed for Messages

You can adjust the playback speed of your messages in several ways. As you listen to an individual message by phone, you can adjust the playback speed by using touchtone keys (the change does not affect the playback speed of other messages). To adjust the playback speed for all messages that you hear by phone, you use the Cisco Unity Assistant web tool.

To adjust the playback speed for all messages that you hear through your computer speakers, you use the Media Master.

This section contains three procedures. Do the applicable procedure to change message-playback speed for an individual message, or for all messages heard by phone or through computer speakers.

The procedure for an individual message uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the “[Cisco Unity Connection Voice Commands and Phone Menus](#)” chapter. Ask your Connection administrator which conversation you are set up to use.

**Note**

The speed that you set in the following procedures does not affect the speed of the Cisco Unity Connection conversation, recorded names, or user greetings.

To Change Playback Speed for an Individual Message by Phone

While listening to a message, toggle among the following speed settings:

Press 4 once	Slow playback.
Press 4 again	Slower playback.
Press 6 once	Fast playback.
Press 6 again	Faster playback.

To Change Playback Speed for All Messages You Hear by Phone

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Phone Menu**.
- Step 3** On the Phone Menu page, in the Message Speed list, click the level at which you want to hear messages played.
- Step 4** Scroll to the bottom of the page, and click **Save**.

To Change Playback Speed for All Messages You Hear Through Computer Speakers

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant**, the **Cisco Unity Inbox**, or the **Cisco Unity Personal Call Transfer Rules** link.
- Step 2** Go to any page that contains the Media Master. (For example, in the Cisco Unity Assistant web tool, on the Preferences menu, click Personal to use the one in the Recorded Name field.)
- Step 3** In the Media Master, click and drag the **Speed** slider for slower or faster playback, as applicable.
- Step 4** Click **Play** to save the speed setting for all messages that you hear through your computer speakers.



CHAPTER 17

Managing Personal Greetings

Cisco Unity Connection allows you to record up to six personal greetings. You can enable as many greetings as you want, and you can specify how long you want a greeting enabled. You manage your personal greetings by phone or in the Cisco Unity Assistant web tool.

With a multilingual system, you have the option of providing your personal greetings in multiple languages. The tool you use to manage a greeting depends on the language of the greeting:

Greetings in your default language	Manage by phone or in the Cisco Unity Assistant web tool.
Greetings in languages other than your default language	Manage by phone only. Your phone input style must be set to Touchtone Keys Only. (This feature is not available using voice commands.)

This chapter contains the following sections:

- [Personal Greetings Available in Cisco Unity Connection, page 17-1](#)
- [Changing a Greeting, page 17-3](#)
- [Playing All Greetings by Phone, page 17-6](#)
- [Rerecording Your Current Greeting by Phone, page 17-7](#)
- [Enabling or Disabling Your Alternate Greeting by Phone, page 17-8](#)
- [Recording Greetings in Additional Languages by Phone with a Multilingual System, page 17-9](#)

Personal Greetings Available in Cisco Unity Connection

[Table 17-1](#) describes the personal greetings available in Cisco Unity Connection. Note that Connection plays the greetings that you enable for the applicable situation, while some greetings override other greetings when they are enabled.

Table 17-1 Cisco Unity Connection Greetings

Greeting	Description
Alternate greeting	Enable this greeting to play during a specific time period when you want to indicate special circumstances, such as when you are on vacation. (For example, “I will be out of the office until <date>.”) When it is enabled, the alternate greeting overrides all other greetings. Your Connection administrator specifies whether the system transfers callers to your greeting without ringing your phone, whether callers are able to skip your greeting, and whether callers can leave you a message when your alternate greeting is enabled. The Alternate Greeting page in the Cisco Unity Assistant web tool indicates the caller options that your administrator has enabled for you, if any. Note that caller options do not apply when an outside caller or another Connection user dials your extension directly. Tip Other Connection users do not hear your alternate greeting when they send messages to you by phone. In addition to enabling your alternate greeting, consider changing your recorded name to include information that you are out of the office. Your recorded name plays when users address messages to you and when callers look you up in directory assistance. (See “Changing Your Recorded Name” section on page 14-1.) The Cisco PCA Home page displays a reminder when you have your alternate greeting turned on. Depending on how the system is set up, Connection may also play a prompt to remind you when your alternate greeting is enabled after you log on by phone.
Busy greeting	Enable this greeting to indicate when you are on the phone. (For example, “I am currently on another line, please leave a message.”) When it is enabled, the busy greeting overrides the standard, closed, and internal greetings when your phone is busy. Note that not all phone systems provide the support necessary for the Connection busy greeting to work. For assistance, talk to your Connection administrator.
Closed greeting	Enable this greeting if you want Connection to play a special greeting during the nonbusiness hours that your Connection administrator specified for your organization. (For example, “Sorry, I am not available to answer your call. Company office hours are <times>.”) When it is enabled, the closed greeting overrides the standard greeting during nonbusiness hours.
Holiday greeting	Enable this greeting if you want Connection to play a special greeting during a holiday. (For example, “Happy holiday. I am not available to answer your call. I will be out of the office from <date> to <date>.”) When it is enabled, the Holiday greeting overrides the standard greeting during nonbusiness hours.

Table 17-1 Cisco Unity Connection Greetings (continued)

Greeting	Description
Internal greeting	Enable this greeting to provide information that coworkers need to know. (For example, “I will be in conference room B until noon today.”) When it is enabled, the internal greeting overrides the standard and off-hours greetings, and plays only to callers within your organization when you do not answer your phone. Note that not all phone systems provide the support necessary for the Connection internal greeting to work. For assistance, talk to your Connection administrator.
Standard greeting	This greeting plays during the business hours that your Connection administrator specified for your organization, or in other situations when no other greeting is enabled. By design, the standard greeting cannot be disabled. Connection prompts you to record the standard greeting when you enroll as a user. (For example, “I am away from my desk right now, please leave a message.”)

Changing a Greeting

When you enable a personal greeting, you specify how long you want it available for use. Cisco Unity Connection plays the greeting in the applicable situation until the date and time that you specified arrives, and then the greeting is automatically disabled. For example, you can set your alternate greeting to stop playing on the day that you return from a vacation.

You can also enable a greeting to play indefinitely, which is useful when you enable a busy or a closed greeting.

You choose from one of the following sources to specify what callers hear when a greeting is enabled:

My Personal Greeting	Connection plays a greeting that you record. Note Recording a greeting does not enable it.
System Greeting	Connection plays a prerecorded greeting along with your recorded name (for example, “Sorry, <your name> is not available”). If you do not have a recorded name, Connection plays your extension instead. When a greeting is enabled but not recorded, Connection plays a prerecorded system greeting.
Nothing	Connection plays no greeting. Instead, callers hear a tone to signal that they should leave a message.

You can disable a greeting at any time. When a greeting is disabled, Connection no longer plays it, though the recording is not erased.



Tip

If you record a personal greeting then enable the system greeting, your personal greeting is no longer available by phone. Use the Cisco Unity Assistant web tool to listen to and re-enable the last personal greeting that you recorded, or use either the phone or the Cisco Unity Assistant to record and enable a new personal greeting.

This section contains three procedures. Do the applicable procedure to change a greeting by phone using touchtone keys or voice commands, or in the Cisco Unity Assistant web tool.

The touchtone-key procedure uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.

**Note**

With a multilingual system, you manage greetings in languages other than your default language by phone only, and your phone input style must be set to Touchtone Keys Only.

To Change a Greeting by Phone Using Touchtone Keys

Step 1 Log on to Cisco Unity Connection.

Step 2 Press **4 1**.

With a multilingual system, Connection plays a list of available languages. Press the applicable key to choose the language for the greeting you want to change. (Connection will play the Greetings menu options in the same language.)

Step 3 Connection plays your current greeting. You can press **#** to skip hearing it.

Step 4 Press the applicable keys for the greeting that you want to change:

Keys	Action
3 1	Standard greeting
3 2	Closed greeting
3 3	Alternate greeting
3 4	Busy greeting
3 5	Internal greeting
3 6	Holiday greeting

Step 5 After Connection plays the greeting, use the following keys to change it and follow any additional prompts:

Key	Action
1	Record/rerecord
2	Use system greeting
3	Enable/disable greeting
*	Cancel or back up
0	Help

Step 6 If you rerecord the greeting, use the following keys as you record:

Key	Action
8	Pause or resume
#	End recording

To Change a Greeting by Phone Using Voice Commands

Step 1 Log on to Cisco Unity Connection.

Step 2 When Connection asks “What do you want to do,” use the following commands to change your greeting and follow any additional prompts:

Action	Voice Command
Play the standard greeting	“Play my greeting”
Play a specific greeting	“Play <greeting name> greeting”
Record or rerecord the standard greeting	“Record my greeting”
Record or rerecord the closed, alternate, holiday, busy, or internal greeting	“Record my <greeting name> greeting”
Use the system default greeting for the standard greeting	“Use my default greeting”
Use the system default greeting for a specific greeting	“Use default <greeting name> greeting”
Use nothing for a greeting. Callers will hear only a tone to signal that they should leave a message.	“Play nothing for my <greeting name> greeting”
Enable or disable a greeting	“Turn on <greeting name> greeting” “Turn off <greeting name> greeting”
Help	“Greetings Help”

Step 3 If you rerecord the greeting, press # when you are finished.

To Change a Greeting in the Cisco Unity Assistant Web Tool

Step 1 On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.

Step 2 In the Cisco Unity Assistant, on the Greetings menu, click **View Greetings**.

Step 3 On the Greetings page, click the greeting you want to change.

Step 4 To disable the greeting, on the <Name> Greeting page, click **Disabled**, then skip to [Step 6](#).

Or

To enable the greeting, choose the applicable option:

Enabled with No End Date and Time	Greeting plays indefinitely.
Enabled Until	Greeting plays until the date and time you specify, when Connection automatically disables the greeting.

Step 5 In the Callers Hear section, choose the applicable option:

My Personal Recording	To record your own greeting. On the Media Master, click Record and record your greeting; when you finish recording, click Stop .
System Default Greeting	To use the prerecorded system greeting.
Nothing	To use a blank recording.

Step 6 Click **Save**.

Playing All Greetings by Phone

This section contains two procedures. Do the applicable procedure to play all greetings by phone using touchtone keys or voice commands.

The touchtone-key procedure in this section uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the “[Cisco Unity Connection Voice Commands and Phone Menus](#)” chapter. Ask your Connection administrator which conversation you are set up to use.



Note

With a multilingual system, you manage greetings in languages other than your default language by phone only, and you phone input style must be set to Touchtone Keys Only.

To Play All Greetings by Phone Using Touchtone Keys

Step 1 Log on to Cisco Unity Connection.

Step 2 On a system with only one language, press **4 1 4** and skip to [Step 3](#).

On a multilingual system, press **4 1**.

- a. Connection plays a list of available languages. Press the applicable key to choose the language for the greetings that you want to hear. (Connection will play the Greetings menu options in the same language.)
- b. Press **4** to hear all your greetings.

- Step 3** Connection plays all six greetings, starting with your current greeting. For each greeting, Connection tells you whether it is turned on or off.
-

To Play All Greetings by Phone Using Voice Commands

- Step 1** Log on to Cisco Unity Connection.
- Step 2** When Connection asks “What do you want to do,” say **“Play all greetings.”**
- Step 3** Connection plays all six greetings, starting with your current greeting. For each greeting, Connection tells you whether it is turned on or off.
-

Rerecording Your Current Greeting by Phone

This section contains two procedures. Do the applicable procedure to play all greetings by phone using touchtone keys or voice commands.

The touchtone-key procedure in this section uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.



Note

With a multilingual system, you manage greetings in languages other than your default language by phone only, and you phone input style must be set to Touchtone Keys Only.

To Rerecord Your Current Greeting by Phone Using Touchtone Keys

- Step 1** Log on to Cisco Unity Connection.
- Step 2** Press **4 1**.
- With a multilingual system, Connection plays a list of available languages. Press the applicable key to choose the language for the current greeting that you want to rerecord. (Connection will play the Greetings menu options in the same language.)
- Step 3** After Connection plays your current greeting, press **1** to rerecord it. Use the following keys as you record:

Key	Action
8	Pause or resume
#	End recording

Table 17-2 Use These Keys Anytime

Key	Action
*	Cancel or back up
0	Help

To Rerecord Your Current Greeting by Phone Using Voice Commands

- Step 1** Log on to Cisco Unity Connection.
- Step 2** When Connection asks “What do you want to do,” say **“Record my <greeting name> greeting.”**
- Step 3** Press # when you are finished.
-

Enabling or Disabling Your Alternate Greeting by Phone

This section contains two procedures. Do the applicable procedure to enable or disable your alternate greeting by phone using touchtone keys or voice commands.

The touchtone-key procedure in this section uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.

**Note**

With a multilingual system, you manage greetings in languages other than your default language by phone only, and you phone input style must be set to Touchtone Keys Only.

To Enable or Disable Your Alternate Greeting by Phone Using Touchtone Keys

- Step 1** Log on to Cisco Unity Connection.
- Step 2** Press **4 1**.
- With a multilingual system, Connection plays a list of available languages. Press the applicable key to choose the language for the alternate greeting that you want to enable or disable. (Connection will play the Greetings menu options in the same language.)
- Step 3** Press # to skip hearing your current greeting.
- Step 4** Press **2** to enable or disable your alternate greeting.
- When your alternate greeting is enabled, pressing 2 disables it; when it is disabled, pressing 2 enables it.

- Step 5** If you enabled your alternate greeting, either:
- Press **1** to specify the day and time when you want Connection to disable it. When Connection prompts you to enter a time of day, enter it by using either the 12- or 24-hour clock format.
- Or
- Press **2** to enable it indefinitely.
-

To Enable or Disable Your Alternate Greeting by Phone Using Voice Commands

- Step 1** Log on to Cisco Unity Connection.
- Step 2** When Connection asks “What do you want to do,” say either:
- “**Turn on my alternate greeting.**” When you choose this option, the alternate greeting is enabled indefinitely.
- Or
- “**Turn off my alternate greeting**” to disable the alternate greeting.
-

Recording Greetings in Additional Languages by Phone with a Multilingual System



Note

This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

With a multilingual system, you have the option of providing your greetings in multiple languages. For example, if Cisco Unity Connection is set up to provide prompts in French and Spanish, you might record your standard greeting in both languages so that Spanish- and French-speaking callers can hear your greeting in their own language.

If you do not record a greeting in a language that your system provides, Connection will play the system default greeting for calls associated with that language. For example, if you recorded your standard greeting in French but not in Spanish, Spanish-speaking callers would hear the system default greeting for you while French-speaking callers would hear the French greeting that you recorded.

To use this feature, your phone input style must be set to Touchtone Keys Only. Note that when you choose a language in which to record a greeting, Connection plays the Greetings menu options in the same language.

To Record a Greeting in an Additional Language by Phone Using Touchtone Keys

- Step 1** Log on to Cisco Unity Connection.

- Step 2** Press **4 1**. Connection plays a list of available languages from which to choose.
- Step 3** Press the applicable key to choose the language in which you want to record the greeting. (Connection will play the Greetings menu options in the same language.)
- Step 4** Connection plays your current greeting. You can press **#** to skip hearing it.
- Step 5** Press the applicable keys for the greeting that you want to record:

Keys	Action
3 1 1	Standard greeting
3 2 1	Closed greeting
3 3 1	Alternate greeting
3 4 1	Busy greeting
3 5 1	Internal greeting
3 6 1	Holiday greeting

- Step 6** Record the greeting at the tone.
-



CHAPTER 18

Changing Call Transfer and Screening Settings

This chapter describes how to change and use call transfer and screening options for users who do not have access to the Personal Call Transfer Rules web tool. (If you have access to the web tool, see the sections on call screening and holding settings in the [“Managing Personal Call Transfer Rules to Handle Incoming Calls”](#) chapter instead.)

Call transfer and screening settings control how Cisco Unity Connection handles calls that are routed to you from the system—for example, from callers using Connection directory assistance. Such calls are known as indirect calls.

Direct calls are those in which another Connection user dials your extension or when an outside caller dials your direct line, if you have one. Connection transfer and screening settings do not apply to direct calls.

[Table 18-1](#) describes the available transfer and screening options.

Table 18-1 Cisco Unity Connection Call Transfer and Screening Settings

Setting	Description
Call transfer	You can choose to answer indirect calls or to have them routed to voice mail. When you choose to answer indirect calls at your extension or at another extension that you specify, you may also be able to indicate how you want Connection to handle the calls when your phone is busy. ¹
Caller message	For indirect calls, you can choose whether the callers can edit their messages and mark them urgent.
Call screening ¹	You can choose to have Connection screen indirect calls. Connection can ask for the name of the caller and play the name for you before connecting the call. It can also tell you when it connects the call, or give you the option of taking an indirect call or routing it to voice mail for the caller to leave a message.

1. Busy and screening settings are unavailable when Connection is not set up to handle indirect calls; for some organizations, the phone system (rather than the voice messaging system) handles both indirect and direct calls.



Tip

To set up call transfers for direct calls to your extension, talk to your Connection administrator. Your desk phone or even the phone system that your organization uses may offer transfer features that you can use to manage direct calls.

This chapter contains the following sections:

- [Changing Call Transfer Settings by Phone, page 18-2](#)

- [Changing Call Transfer and Holding Settings in the Cisco Unity Assistant Web Tool](#), page 18-3
- [Changing Caller Message Settings in the Cisco Unity Assistant Web Tool](#), page 18-4
- [Changing Call Screening Settings in the Cisco Unity Assistant Web Tool](#), page 18-5

Changing Call Transfer Settings by Phone



Note

This section describes call transfer settings for users who do not have access to the Personal Call Transfer Rules web tool. (If you have access to the web tool, see the [“Changing Rule-Processing Preferences”](#) section on page 19-25 or the [“Using the Transfer All Rule Set”](#) section on page 19-23 instead.)

Call transfer settings allow you to choose to have indirect calls ring your extension or ring another extension or phone number that you specify, or to be transferred directly to voice mail so your phone does not ring at all. When you send calls to voice mail, callers do not have to wait while your phone rings unanswered; your greeting plays immediately.

Note that when you choose to answer indirect calls at your extension, you can indicate what you want Cisco Unity Connection to do when your extension is busy. The settings are available in the Cisco Unity Assistant web tool (see the [“Changing Call Transfer and Holding Settings in the Cisco Unity Assistant Web Tool”](#) section on page 18-3).

The procedure in this section uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.

To Change Call Transfer Settings by Phone

Step 1 Log on to Cisco Unity Connection.

Step 2 If you are not using voice commands, skip to [Step 3](#).

If you are using voice commands, say **“Touchtone conversation”** or press **9** to temporarily change to using touchtone keys.



Tip

To switch back to using voice commands after you have finished changing call transfer settings, hang up and log on to Connection again.

Step 3 Press **4 4**.

Step 4 After Connection announces your current call transfer settings, use the following keys to change them:

Key	Action
1	Switch between transferring calls to a phone and to voice mail.
2	Change your transfer phone number. To transfer calls to an external number, contact your Connection administrator. Changing your transfer number does not change whether calls are transferred to a phone or sent to voice mail. Connection transfers calls to your transfer number only if you also specify that your calls are transferred to a phone.

Table 18-2 *Use These Keys Anytime*

Key	Action
*	Cancel or back up
0	Help

Changing Call Transfer and Holding Settings in the Cisco Unity Assistant Web Tool

**Note**

This section describes call transfer and holding settings for users who do not have access to the Personal Call Transfer Rules web tool. (If you have access to the web tool, see the [“Changing Call Holding Settings in the Personal Call Transfer Rules Web Tool”](#) section on page 19-21 instead.)

Call transfer settings allow you to choose to have indirect calls ring your extension or ring another extension or phone number that you specify, or to be transferred directly to voice mail so your phone does not ring at all. When you send calls to voice mail, callers do not have to wait while your phone rings unanswered; your greeting plays immediately.

When you choose to answer indirect calls at your extension, call holding settings allow you to indicate what you want Cisco Unity Connection to do when your extension is busy. Holding options are described in the following procedure.

To Change Call Transfer and Holding Settings in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Transfer and Screening**.
- Step 3** In the Transfer Calls To field, choose the applicable destination for calls:

Extension <Your Extension>	Calls are transferred to your extension.
Another Number	Calls are transferred to the number you enter in the text box. (To transfer calls to an external phone number, such as a home or mobile phone, contact your Connection administrator.)
My Personal Greeting	Calls are transferred to voice mail without ringing a phone.

**Tip**

As a convenience, you can edit the transfer number in the text box even when you have specified that Connection transfer calls to your extension or to voice mail. Connection transfers calls to the number in the text box only when the radio button next to it is selected.

- Step 4** If you chose to transfer calls to your extension, in the If My Extension Is Busy list, choose how you want Connection to handle calls when your extension is busy:

Send Callers to Voice Mail	Connection plays your greeting, then prompts the caller to leave a message.
Put Callers on Hold Without Asking	Connection puts the caller on hold and does not offer the option of leaving a message.
Ask Callers to Hold	Connection gives the caller the option of holding or leaving a message.

- Step 5** Click **Save**.

Changing Caller Message Settings in the Cisco Unity Assistant Web Tool



Note

This section describes caller message settings for users who do not have access to the Personal Call Transfer Rules web tool. (If you have access to the web tool, see the [“Changing Caller Message Settings in the Personal Call Transfer Rules Web Tool”](#) section on page 19-21 instead.)

Caller message settings allow you to choose what callers can do when they leave messages for you. The following options are available:

Listen To and Rerecord the Message	Connection gives callers the options of listening to, adding to, rerecording, or deleting their messages.
Mark the Message as Urgent	Connection asks callers if they want to mark their messages urgent.

You can change caller message settings only in the Cisco Unity Assistant, not by phone.

To Change Caller Message Settings in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Transfer and Screening**.
- Step 3** Check or uncheck one or both of the **Listen To and Rerecord the Message** and **Mark the Message as Urgent** check boxes.
- Step 4** Click **Save**.

Changing Call Screening Settings in the Cisco Unity Assistant Web Tool

**Note**

This section describes call screening settings for users who do not have access to the Personal Call Transfer Rules web tool. (If you have access to the web tool, see the [“Changing Call Screening Settings in the Personal Call Transfer Rules Web Tool”](#) section on page 19-22 instead.)

The following call screening options are available:

Tell Me When the Call Is Connected	Cisco Unity Connection tells you when it connects the call.
Tell Me Who The Call Is For	Connection plays the recorded name associated with the dialed extension. Use this setting when two or more people share a phone.
Ask Me If I Want to Take the Call	Connection asks if you want to take the call or have the caller leave a message.
Ask for Caller's Name	Connection records the name of the caller and plays it for you before connecting the call.

You can change call screening settings only in the Cisco Unity Assistant web tool, not by phone.

To Change Call Screening Settings in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Transfer and Screening**.
- Step 3** In the Screen Calls section, check one or more check boxes to set your screening options. Note the following considerations:
 - For the option of declining a call for someone you share a phone with, check both the **Tell Me Who the Call Is For** and the **Ask Me If I Want to Take the Call** check boxes.
 - For the option of accepting or declining a call based on the identity of the caller, check both the **Ask Me If I Want to Take the Call** and the **Ask For Caller's Name** check boxes.

When you accept, Connection connects the call. When you decline, Connection routes the call to voice mail.
- Step 4** Click **Save**.



CHAPTER 19

Managing Personal Call Transfer Rules to Handle Incoming Calls



Note

This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

Cisco Unity Connection can transfer and screen your incoming calls according to rules you set up. Connection uses a personal call transfer rule to transfer particular calls to you according to caller identity, time of day, and your meeting schedule, or to other transfer calls to voice mail or to another phone number. You can set rules to transfer calls to a phone number, a series of phone numbers, or to an e-mail-based paging address. Additionally, you can set up rules to screen some or all of your incoming calls.

You can build very simple personal call transfer rules—for example, to transfer a call from a single phone number to voice mail—or create more complex rules by using the following components:

Personal Contacts list	Connection uses your Personal Contacts list to route incoming calls, as well as to place outgoing calls when you are using voice commands. (For more information, see the “Managing Your Personal Contacts List” chapter.)
Caller groups	You can organize callers into groups in order to apply one rule to multiple callers without having to recreate the rule multiple times. Caller groups can contain other Connection users, system contacts, and personal contacts.
Personal destinations	You can create a directory of contact phone numbers to which Connection can route incoming calls. (These destinations are in addition to notification devices.)
Destination groups	You can organize personal destinations and notification devices into groups so that Connection routes calls to each destination in the order listed until the phone is answered, the caller hangs up, or the last destination in the group is reached. You can specify the order of destinations in the group and the length of time that Connection waits for the phone to be picked up at each destination.

You manage your rules in the Personal Call Transfer Rules web tool. Once rules have been set, you can enable them by phone or in the web tool.

This chapter contains the following sections:

- [Managing Caller Groups in the Personal Call Transfer Rules Web Tool, page 19-2](#)

- [Managing Destinations in the Personal Call Transfer Rules Web Tool, page 19-5](#)
- [Managing Destination Groups in the Personal Call Transfer Rules Web Tool, page 19-8](#)
- [Managing Rule Sets and Rules in the Personal Call Transfer Rules Web Tool, page 19-11](#)
- [Enabling and Disabling Rule Sets, page 19-17](#)
- [Changing Call Holding Settings in the Personal Call Transfer Rules Web Tool, page 19-21](#)
- [Changing Caller Message Settings in the Personal Call Transfer Rules Web Tool, page 19-21](#)
- [Changing Call Screening Settings in the Personal Call Transfer Rules Web Tool, page 19-22](#)
- [Using the Transfer All Rule Set, page 19-23](#)
- [Forwarding All Calls to Cisco Unity Connection, page 19-24](#)
- [Changing Rule-Processing Preferences, page 19-25](#)

Managing Caller Groups in the Personal Call Transfer Rules Web Tool



Note

This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

By creating a caller group, you can apply one rule to multiple callers without having to recreate the rule several times. Caller groups contain multiple entries from your personal contacts list and the Cisco Unity Connection directory.

Using groups can help you organize callers in a number of ways. For example, you could create a caller group of your top-priority clients and co-workers. To ensure that these callers can reach you when you are in meetings, you would create a rule set with one rule that transfers calls from anyone in the group to your mobile phone during your meeting times and another rule that transfers other calls to voice mail.

The following sections contain information on managing caller groups:

- [Creating a Caller Group, page 19-3](#)
- [Adding a Caller to a Caller Group, page 19-3](#)
- [Deleting a Caller from a Caller Group, page 19-4](#)
- [Changing the Name of a Caller Group, page 19-4](#)
- [Deleting a Caller Group, page 19-5](#)

Creating a Caller Group

The following types of callers can be members of caller groups:

Personal contacts	Callers who are entered in your personal contacts list.
System contacts	Callers who are in the Connection system directory but who are not enabled to use Connection features and do not have a voice mailbox.
Connection users	Callers who are in the Connection system directory, have a voice mailbox, and are enabled to use Connection features.

When a caller group contains a caller in the Cisco Unity Connection directory and the caller is later removed from the system by your Connection administrator, the caller will also be removed from your caller group.

To Create a Caller Group in the Personal Call Transfer Rules Web Tool

- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
- Step 2** On the Caller Groups menu, click **View Caller Groups**.
- Step 3** On the Caller Groups page, click the **New Caller Group** icon below the menu bar.
- Step 4** On the Caller Group page, enter a name for the caller group, and click **Save**.
- Step 5** Click **Add Members**.
- Step 6** On the Find Contacts page, click the applicable tab, depending on whether you want to search the list of users in the Connection directory or your personal contacts list.

You may be able to search for both users and system contacts in the Connection directory. System contacts are indicated by an asterisk (*) next to the name in the search results list.
- Step 7** Fill in the remaining fields, as applicable to your search and click **Find**.

On this page, you can use the wildcard character * to search by partial name.
- Step 8** Check the check box next to the name to add the contact or user to the caller group.
- Step 9** Click **Add Users** or **Add Contacts**, as applicable. Connection adds the contact to the caller group and returns to the Caller Group page.
- Step 10** Repeat [Step 5](#) through [Step 9](#) to add any additional users or contacts.
- Step 11** On the Caller Group page, click **Save**.

Adding a Caller to a Caller Group

You can add members to a caller group at any time.

To Add a Caller to a Caller Group in the Personal Call Transfer Rules Web Tool

- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
- Step 2** On the Caller Groups menu, click **View Caller Groups**.

- Step 3** On the Caller Groups page, click the caller group name.
 - Step 4** On the Caller Group page, click **Add Members**.
 - Step 5** On the Find Contacts page, click the applicable tab, depending on whether you want to search the list of users in the Connection directory or your personal contacts list.

You may be able to search for both users and system contacts in the Connection directory. System contacts are indicated by an asterisk (*) next to the name in the search results list.
 - Step 6** Fill in the remaining fields, as applicable to your search and click **Find**.

On this page, you can use the wildcard character * to search by partial name.
 - Step 7** Check the check box next to the name to add the contact or user to the caller group.
 - Step 8** Click **Add Users** or **Add Contacts**, as applicable. Connection adds the contact or user to the caller group and returns to the Caller Group page.
 - Step 9** On the Caller Group page, click **Save**.
-

Deleting a Caller from a Caller Group

You can remove members of a caller group at any time.

To Delete a Caller from a Caller Group in the Personal Call Transfer Rules Web Tool

- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
 - Step 2** On the Caller Groups menu, click **View Caller Groups**.
 - Step 3** On the Caller Groups page, click the caller group name.
 - Step 4** On the Caller Group page, check the check box next to the name of the caller you want to delete. You can check multiple check boxes to delete more than one caller at a time.
 - Step 5** Click **Delete Selected**.
-

Changing the Name of a Caller Group

To Change the Name of a Caller Group in the Personal Call Transfer Rules Web Tool

- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
 - Step 2** On the Caller Groups menu, click **View Caller Groups**.
 - Step 3** On the Caller Groups page, click the caller group name.
 - Step 4** On the Caller Group page, change the name of the group in the Name field.
 - Step 5** Click **Save**.
-

Deleting a Caller Group

You cannot delete a caller group if it is used by a rule. Delete the caller group from the rule first, then delete the caller group.

To Delete a Caller Group in the Personal Call Transfer Rules Web Tool

-
- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
- Step 2** On the Caller Groups menu, click **View Caller Groups**.
- Step 3** On the Caller Groups page, check the check box next to the group that you want to delete. You can check multiple check boxes to delete more than one group at a time.
- Step 4** Click the **Delete Selected Rows** icon below the menu bar.
-

Managing Destinations in the Personal Call Transfer Rules Web Tool



Note

This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

Destinations are phone numbers or e-mail addresses to which Cisco Unity Connection can transfer your incoming calls or send text messages as a part of personal call transfer rules. There are three types of destinations:

Phone	Phone destinations are phone numbers to which Connection can transfer incoming calls. Phone numbers associated with you in the Connection directory can be used as phone destinations. These might include your primary extension, voice mail access number, and company mobile phone number. Phone numbers in the directory are maintained by your Connection administrator. You can also create personal phone destinations, such as your personal mobile phone number, your home phone number (if it is not listed in the Connection directory), and phone numbers at which you can be reached during a business trip. You manage personal phone destinations in the Personal Call Transfer Rules web tool.
SMTP	SMTP destinations are e-mail addresses to which Connection can send a text message. The message uses the standard format “You have a call from <number or extension> at <time> on <date>.” (For example, “You have a call from 3233 at 15:16 on 04 October 2006.”) Note that for an SMTP destination to be used in a rule, it must be added to a destination group that contains at least one phone destination. (SMTP destinations do not appear in the Destination list on the Rule page when you are creating a rule.) SMTP devices may be created for you by your Connection administrator, and you may be able to modify them in the Cisco Unity Assistant web tool. SMTP devices do not need to be enabled in the Cisco Unity Assistant to be available as a destination in the Personal Call Transfer Rules web tool.

The following sections contain information on managing destinations:

- [Creating a Personal Destination, page 19-6](#)
- [Changing a Personal Destination, page 19-6](#)
- [Deleting a Personal Destination, page 19-7](#)
- [Changing the Rings-to-Wait Setting for Phone Destinations, page 19-7](#)
- [Changing the Loop-Detection Setting for Phone Destinations, page 19-7](#)

Creating a Personal Destination

To Create a Personal Destination in the Personal Call Transfer Rules Web Tool

-
- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
- Step 2** On the Destinations menu, click **View Destinations**.
- Step 3** On the Destinations page, click the **New Destination** icon below the menu bar.
- Step 4** On the Create Destination page, in the Name field, enter a name for the destination.
- Step 5** In the Phone Number field, enter a phone number for the destination.
- Use digits 0 through 9. Do not use spaces or parentheses between digits. For long-distance numbers, also include 1 and the area code.
- You may not be able to enter certain phone numbers, or your phone system may require additional characters (for example, you may be required to enter an access code to dial outbound numbers). If you are experiencing difficulties with this setting, contact your Connection administrator.
- Step 6** In the Rings to Wait field, enter the number of rings you want Connection to wait before transferring the call to voice mail or to the next destination in a destination group, depending on your other call transfer settings. The default value is four rings.
- Step 7** If you have set this destination to forward calls to Connection, check the **Loop Detection Enabled** check box.
- If you create a rule that transfers calls from Connection to a phone destination, you may inadvertently create a call-looping situation in which Connection forwards calls to your phone, and your phone consequently forwards the call back to Connection, and callers may never be able to reach you. Selecting this setting when you configure this type of destination to forward calls to Connection can help eliminate call-looping problems.
- Step 8** Click **Save**.
-

Changing a Personal Destination

To Change a Personal Destination in the Personal Call Transfer Rules Web Tool

-
- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
- Step 2** On the Destinations menu, click **View Destinations**.
- Step 3** On the Destinations page, click the name of the personal destination.

- Step 4** On the Change Destination page, make the applicable changes and click **Save**.
-

Deleting a Personal Destination

You cannot delete a personal destination while it is being used in a destination group or in a rule. Delete the destination from the destination group or rule first, then delete the destination.

To Delete a Personal Destination in the Personal Call Transfer Rules Web Tool

- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
- Step 2** On the Destinations menu, click **View Destinations**.
- Step 3** On the Destinations page, check the check box for the personal destination you want to delete. You can check multiple check boxes to delete more than one personal destination at a time.
- Step 4** Click the **Delete Selected Rows** icon below the menu bar.
-

Changing the Rings-to-Wait Setting for Phone Destinations

For phone destinations, you can change the Rings to Wait setting on the Destinations page of the Personal Call Transfer Rules web tool.

To Change the Rings-to-Wait Setting for a Phone Destination in the Personal Call Transfer Rules Web Tool

- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
- Step 2** On the Destinations menu, click **View Destinations**.
- Step 3** On the Destinations page, in the Rings to Wait column, enter the new value for the number of rings you want Connection to wait before transferring the call to voice mail or to the next destination in a destination group.
- Step 4** Click **Update**.
-

Changing the Loop-Detection Setting for Phone Destinations

For phone destinations other than your primary extension, you can use the Loop Detection Enabled setting to indicate to Cisco Unity Connection when you have configured a phone to forward calls to Connection. For example, you may configure your mobile phone to forward all calls to Connection to store all of your voice messages in Connection. If you then create a rule that transfers calls from Connection to your mobile phone, you may inadvertently create a call-looping situation in which Connection forwards calls to your mobile phone, and your mobile phone consequently forwards calls back to Connection, and callers may never be able to reach you.

Selecting this setting can help to eliminate the call-looping problem. If calls seem to be transferring from the phone destination to Connection and then back to the phone, Connection will either transfer the call to the next assigned device (if you have created a destination group) or transfer the call to voice mail if there are no additional destinations defined.

**Note**

When this setting is enabled, you can expect to hear a slight delay as Connection transfers the call to the next destination in the destination group, or to voice mail.

To Change the Loop Detection Setting for a Phone Destination in the Personal Call Transfer Rules Web Tool

- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
 - Step 2** On the Destinations menu, click **View Destinations**.
 - Step 3** If you have set this destination to forward calls to Cisco Unity Connection, check the **Loop Detection Enabled** check box.
 - Step 4** Click **Update**.
-

Managing Destination Groups in the Personal Call Transfer Rules Web Tool

**Note**

This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

Destination groups contain multiple destinations arranged in a sequence and stored under a single group name.

For example, to ensure that you receive calls from a specific personal contact, you might create a destination group with your primary extension, mobile, and home phone numbers, then create a rule that tells Cisco Unity Connection to transfer calls from the personal contact to the destination group. To be used in a rule, a destination group must contain at least one phone destination.

When a call is transferred to a destination group, Connection tries the destinations in the order listed until a phone is answered, until the caller leaves a voice message or hangs up, or until the last destination in the group is reached. If the group contains an SMTP destination, Connection sends the device a text message about the call.

If a destination is not answered, Connection prompts the caller to press 1 to continue waiting while it tries the next destination or to press 2 to leave a voice message. Connection waits for a phone to be answered based on the specified number of rings, which is set in the Rings to Wait field when you create a destination. If you do not specify a number of rings, Connection uses the default value of four rings. You can change the Rings to Wait setting anytime after you create a destination.

When Connection runs out of destinations, the call is forwarded to your default phone number or to the primary extension in the destination group, which is typically your primary extension.

The following sections contain information on managing destination groups:

- [Creating a Destination Group, page 19-9](#)

- [Changing a Destination Group, page 19-9](#)
- [Deleting a Destination from a Destination Group, page 19-10](#)
- [Deleting a Destination Group, page 19-10](#)

Creating a Destination Group

You can add any of your destinations to a destination group. You can also add a destination to more than one destination group. A destination group must contain at least one phone number.

The order of destinations within a group is important because Cisco Unity Connection dials the destinations from top to bottom as they appear in the list. After you add destinations to a group, you may need to reorder them to suit your needs.

To Create a Destination Group in the Personal Call Transfer Rules Web Tool

-
- | | |
|----------------|--|
| Step 1 | On the Cisco PCA Home page, click Cisco Unity Personal Call Transfer Rules . |
| Step 2 | On the Destinations menu, click View Destination Groups . |
| Step 3 | On the Destinations Groups page, click the New Destination Group icon below the menu bar. |
| Step 4 | On the Destination Group page, enter the name of the group. |
| Step 5 | Click Save . |
| Step 6 | On the Destination Group page, click Add Destinations . |
| Step 7 | On the Add Destinations page, check the check box next to the destination that you want to add to the group. You can check multiple check boxes to add more than one destination at a time. |
| Step 8 | Click Add Destinations . |
| Step 9 | On the Destination Group page, enter a number in the Priority column to specify the order in which you want Connection to try the destinations in the group. (For example, to call your mobile phone first and your home phone second, enter 1 for your mobile phone and 2 for your home phone.) |
| Step 10 | Click Save . |
-

Changing a Destination Group

On the Destination Group page, you can change the group name, add or delete destinations from the group, and change the priority order of the destinations in the group.

To Change a Destination Group in the Personal Call Transfer Rules Web Tool

-
- | | |
|---------------|---|
| Step 1 | On the Cisco PCA Home page, click Cisco Unity Personal Call Transfer Rules . |
| Step 2 | On the Destinations menu, click View Destination Groups . |
| Step 3 | On the Destination Groups page, click the name of the group. |

- Step 4** On the Destination Group page, change the group name or change the priority order of the destinations in the group.
 - Step 5** Click **Add Destinations** to add another destination to the group. To remove a destination from the group, click the check box next to the destination name to select it and click **Delete Selected**.
 - Step 6** Click **Save**.
-

Deleting a Destination from a Destination Group

The last phone destination cannot be deleted from a destination group if that will result in the group having only SMTP destinations.

To Delete a Destination from a Destination Group in the Personal Call Transfer Rules Web Tool

- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
 - Step 2** On the Destinations menu, click **View Destination Groups**.
 - Step 3** On the Destination Groups page, click the name of the group.
 - Step 4** On the Destination Group page, check the check box for the destination you want to delete from the group. You can check multiple check boxes to delete more than one destination at a time.
 - Step 5** Click **Delete Selected**.
-

Deleting a Destination Group

You cannot delete a destination group while it is used in a rule; you must remove the destination group from the rule first and then delete the destination group.

To Delete a Destination Group in the Personal Call Transfer Rules Web Tool

- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
 - Step 2** On the Destinations menu, click **View Destination Groups**.
 - Step 3** On the Destination Groups page, check the check box for the group you want to delete. You can check multiple check boxes to delete more than one destination group at a time.
 - Step 4** Click the **Delete Selected Rows** icon below the menu bar.
-

Managing Rule Sets and Rules in the Personal Call Transfer Rules Web Tool

**Note**

This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

Personal call transfer rules allow you to consolidate how and where you want to receive calls. Using the Personal Call Transfer Rules web tool, you can create rules to transfer and screen calls based on caller identification, time of day, and meeting schedules. You can also set Cisco Unity Connection to transfer selected calls to a destination or destination group.

You can change the characteristics of your rules as frequently as you need. (For example, you might create a rule that sends all calls from a co-worker to your mobile phone and later change the rule to send all calls except those from the co-worker to your mobile phone.)

Rules can be general, such as “Send all my calls to voice mail.” Or they can be specific, such as “Send calls from Jane Smith to my mobile phone if she calls between 9:00 am and 10:00 am, and screen the call.”

A rule set is a group of one or more rules that you can enable on certain days and for a range of dates, according to your schedule. When the date or day specified for a rule set becomes current, Connection activates the rule set and begins processing calls against it. Connection gives precedence to a rule set enabled for a range of dates over one enabled for day(s) of the week.

Connection uses the first rule in the set that matches the condition of an incoming call and applies it. Therefore, the way in which you order your rules within a set is important. In general, order rules from most specific to least specific.

To set up a rule set successfully, see the [“Task List for Setting Up a Rule Set” section on page 19-11](#).

The following sections contain information on managing personal call transfer rule sets and rules:

- [Task List for Setting Up a Rule Set, page 19-11](#)
- [Creating a Rule Set, page 19-12](#)
- [Adding a Rule to a Rule Set, page 19-12](#)
- [Changing a Rule, page 19-15](#)
- [Reordering Rules in a Rule Set, page 19-15](#)
- [Testing a Rule Set, page 19-16](#)
- [Deleting a Rule Set, page 19-17](#)

Task List for Setting Up a Rule Set

To set up a rule set successfully, do the following tasks in the order listed.

1. Set up any personal contacts, caller groups, personal destinations, and destination groups that you plan to use in your rules. See the applicable sections:
 - [Managing Your Personal Contacts List, page 12-1](#)
 - [Managing Caller Groups in the Personal Call Transfer Rules Web Tool, page 19-2](#)
 - [Managing Destinations in the Personal Call Transfer Rules Web Tool, page 19-5](#)

- [Managing Destination Groups in the Personal Call Transfer Rules Web Tool, page 19-8](#)
- 2. Create a rule set. See the [“Creating a Rule Set” section on page 19-12](#).
- 3. Add rules to the rule set. See the [“Adding a Rule to a Rule Set” section on page 19-12](#).
- 4. Order the rules correctly. See the [“Reordering Rules in a Rule Set” section on page 19-15](#).
- 5. If you want Connection to ring your extension before applying your transfer rules, check the check box on the Preferences > Rule Settings page in the Personal Call Transfer Rules web tool. See the [“To Change Rule-Processing Preferences in the Personal Call Transfer Rules Web Tool” procedure on page 19-26](#).
- 6. Test the rule set, if applicable. See the [“Testing a Rule Set” section on page 19-16](#).
- 7. Change rules as necessary. See the [“Changing a Rule” section on page 19-15](#).
- 8. Enable the rule set. See the [“Enabling and Disabling Rule Sets” section on page 19-17](#).

Creating a Rule Set

You can record the name of a rule set by using the Media Master. Cisco Unity Connection uses this name when you access rule settings by phone.

To Create a Rule Set in the Personal Call Transfer Rules Web Tool

-
- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
 - Step 2** On the Rules menu, click **View Call Transfer Rule Sets**.
 - Step 3** On the Call Transfer Rule Sets page, click the **New Rule Set** icon below the menu bar.
 - Step 4** On the Rule Set page, enter a name for the new rule set. Choose a name that applies to the situation and is easy to remember. (For example, a rule set named “Workweek” might be active Monday through Friday, while a rule set called “Africa Trip” might be active during the calendar dates of that trip.)
 - Step 5** On the Media Master, click **Record** and record the name of the rule set.
 - Step 6** When you finish recording, click **Stop**.
 - Step 7** Click **Save**.
-

Adding a Rule to a Rule Set

Once you have created a rule set, add one or more rules to it.



Caution

Any personal contacts, caller groups, personal destinations, or destination groups that you plan to use in your rules must be created before you add rules. If they do not exist, you will not be able to set up your rules correctly.

To Add a Rule to a Rule Set in the Personal Call Transfer Rules Web Tool

-
- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
 - Step 2** On the Rules menu, click **View Call Transfer Rule Sets**.

- Step 3** On the Call Transfer Rule Sets page, click the name of the rule set to which you want to add a rule.
- Step 4** On the Rule Set page, in the Transfer Rules section, click **Add Rule**.
- Step 5** On the Rule page, in the If the Call Is section, enter the applicable information that you want Connection to use when identifying calls or callers. At a minimum, you must choose a destination, destination group, or voice mail to which to transfer the incoming call.
- Use [Table 19-1](#) to determine values for the fields.

Table 19-1 Fields in the “If the Call Is” Section

Field	Considerations
From	Use with the Caller(s), Caller Group, Phone Number, and/or Call Source fields to set conditions for the caller identity in the rule. Check the From check box, and click From or Not From in the list, as applicable.
Caller(s)	Use to add callers to a rule. - Check the Caller(s) check box, then click Add Callers. - On the Find Contacts page, click the applicable tab, depending on whether you want to search the list of users in the Connection directory or your personal contacts list. You may be able to search for both users and system contacts in the Connection directory. System contacts are indicated by an asterisk (*) next to the name in the search results list. - Enter a name or partial name, and click Find. - Check the check box next to the caller you want to add to the rule. You can check multiple check boxes to add more than one caller at a time. - Click Add Users or Add Contacts, as applicable. - To remove a caller from the rule, select the name and click Delete Selected.
Caller Group	Use to add a caller group to a rule. Check the Caller Group check box, and click a caller group in the list. (Note that before you can use a caller group in a rule, you need to create the caller group.)
Phone Number	Use to add a phone number to a rule. Check the Phone Number check box, and enter the number that Connection will associate with the incoming call. Connection processes the rule only if the phone number of an incoming call matches exactly what you enter in the field. You can use the wildcard characters X and * to match more than one phone number: - The X character matches any single digit in the range 0 through 9. For example, the pattern 9XXX matches the range of phone numbers from 9000 through 9999. - The asterisk (*) character matches any sequence of digits. For example, the pattern 5556304* matches the phone numbers 5556304, 55563040, 55563041, 5556304100, and so forth.
Call Source	Use to include or exclude callers based on whether the caller can be identified by Connection as a known number (a Connection user, a Connection system contact, or a personal contact) or as an unknown phone number (an external caller), if applicable. Check the Call Source check box, and click Known Number or Unknown Number in the list, as applicable.

Table 19-1 Fields in the “If the Call Is” Section (continued)

Field	Considerations
Received Between	Use to set the time period during which Connection applies the rule to your incoming calls. Check the Received Between check box, and click Received Between or Not Received Between in the list, as applicable. Choose an hourly range from the hour and minute lists.
I Am in a Meeting	Use to have Connection use your Microsoft Outlook calendar to determine whether you are in a meeting when it applies the rule to an incoming call. Connection considers you to be in a meeting when your Outlook meeting time is scheduled as Busy. Any meetings set as Tentative, Free, or Out of the Office are not considered by Connection. Check the I Am in a Meeting check box, and click I Am In a Meeting or I Am Not in a Meeting in the list, as applicable. Note This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

- Step 6** In the Then Transfer the Call To section, enter the applicable information that you want Connection to use when transferring calls. For a rule to be valid, you must specify either a destination, destination group, or voice mail.

Use [Table 19-2](#) to determine values for the fields.

Table 19-2 Fields in the “Then Transfer the Call To” Section

Field	Considerations
Destination	Use to have Connection transfer calls to the destination you specify. Click Destination, then click the destination name in the list. Note SMTP destinations do not appear in the Destination list. To be used in a rule, the devices must be in a destination group with at least one phone number.
Destination Group	Use to have Connection transfer calls to the destination group you specify. Click Destination Group, then click the destination group name in the list.
Voice Mail	Use to have Connection transfer calls directly to voice mail. Click Voice Mail.
Screen the Call	Use to have Connection screen the incoming calls to which it applies the rule. (For details on call screening, see the “Changing Call Screening Settings in the Personal Call Transfer Rules Web Tool” section on page 19-22.) Check the Screen the Call check box. Note This option is available only if your Connection administrator has enabled screening options for you and there are screening options set on the Call Holding and Screening Options page.

- Step 7** In the Preview section, click **Update Preview** to display a text version of the rule so you can confirm that it is correct before you add it to the rule set.

- Step 8** Click **Save** to add the rule to the rule set.

- Step 9** Repeat [Step 2](#) through [Step 8](#) for any additional rules you are adding to the set.

**Caution**

A rule set cannot become active until it has been enabled. After you have added rules to your set, see the [“Enabling and Disabling Rule Sets” section on page 19-17](#) for instructions on enabling it.

Changing a Rule

To Change a Rule in the Personal Call Transfer Rules Web Tool

- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
- Step 2** On the Rules menu, click **View Call Transfer Rule Sets**.
- Step 3** On the Call Transfer Rule Sets page, click the name of the rule set that contains the rule you want to change.
- Step 4** On the Rule Set page, in the Transfer Rules list, click the rule name.
- Step 5** On the Rule page, make your changes. Use [Table 19-1](#) and [Table 19-2](#) in the [“Adding a Rule to a Rule Set” section on page 19-12](#) to determine values for the fields.
- Step 6** In the Preview section, click **Update Preview** to display a text version of the rule so you can confirm that your changed version is correct.
- Step 7** Click **Save**.

Reordering Rules in a Rule Set

The order of rules in a rule set is important because Cisco Unity Connection processes the rules from the top of the list to the bottom, then applies only the first rule whose conditions are met by the incoming call.

If a rule set has more than one rule, arrange the rules from most specific to least specific to ensure that Connection applies the most specific rule to a call, rather than applying a more general rule to it.

**Tip**

To change the priority of only one rule in a set, make your change to that rule in the Transfer Rules list on the Rule Set page, and click Update Priority. All other rules in the rule set will be reprioritized accordingly.

To Reorder Rules in a Rule Set in the Personal Call Transfer Rules Web Tool

- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
- Step 2** On the Rules menu, click **View Call Transfer Rule Sets**.
- Step 3** On the Call Transfer Rule Sets page, click the name of the rule set.
- Step 4** On the Rule Set page, enter a number in the Priority column to specify the order in which you want Connection to process the rules in the set. (For example, to process the “Send all my calls to voice mail” rule first, enter 1; to process the “Send calls from Jane Smith to my mobile phone” second, enter 2.)

Step 5 Click **Update Priority**. The rules are reorganized according to their priority and saved.

Testing a Rule Set

Use the Call Transfer Rule Tester tool to see how Cisco Unity Connection would transfer an incoming call based on the rule(s) in a set. You might choose to test a rule set after building it to see if the rule applies to a specific caller or to an incoming call that reaches you at a specific time of day.

The Call Transfer Rule Tester tool is also a good way to diagnose a call-forwarding problem. For example, if a call was not forwarded in a way that you expected, enter the name of the actual caller and the time of day and date when the call was placed, and the Rule Tester can help you figure out the part of the rule set that Connection would apply to the incoming call.

To get results with the Call Transfer Rule Tester, the rule set that contains the rule you are testing must be enabled or active.



Note

Contact your Connection administrator if you are unable to diagnose call-forwarding problems with the Call Transfer Rule Tester tool.

To Test a Rule Set in the Personal Call Transfer Rules Web Tool

Step 1 On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.

Step 2 On the Tools menu, click **Call Transfer Rule Tester**.

Step 3 On the Call Transfer Rule Tester page, enter and/or choose the incoming-call conditions that you want to use for the test:

- Name or phone number of the caller. If you are testing for a known user (a user in the Connection directory or a personal contact), click Select Caller to add the user to the Rule Tester.
- Time of day
- Calendar date
- Year
- Whether or not you are in a meeting

To get accurate results with the Rule Tester tool, specify a date. If you do not specify a date, the rule is evaluated with the current date, which is the default.

You can combine the conditions in any way to test your rules. For example, you can specify the caller, time, date, and year. Or you can specify only the time of day and date.

Step 4 Click **Test**.

If an enabled or active rule applies to the call conditions that you specified, Connection displays the rule.

If no enabled or active rule applies to the call conditions that you specified, Connection displays the message “No matching rule found: Transfer all calls to dialed number.”

**Tip**

When using the Call Transfer Rule Tester to diagnose why a call was not forwarded in a particular way, start by defining broad call conditions. For example, provide a name and date. If the rule applies to the broad conditions, begin to narrow the conditions to single out the reason why your rule did not apply to the incoming phone call.

Deleting a Rule Set

To Delete a Rule Set in the Personal Call Transfer Rules Web Tool

- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
- Step 2** On the Rules menu, click **View Call Transfer Rule Sets**.
- Step 3** On the Call Transfer Rule Sets page, check the check box next to the rule set you want to delete.
- Step 4** Click the **Delete Selected Rows** icon below the menu bar.
If the rule set is active, you will receive an error message that the rule set cannot be deleted.
- Step 5** Click **OK** to delete the rule set.

Enabling and Disabling Rule Sets

Enabling a rule set means to set the days or date range that it will be active. Cisco Unity Connection uses the schedule to apply rules to your incoming phone calls. You can schedule the active period in advance in the Personal Call Transfer Rules web tool.

Disabling a rule set means making it ineligible to be active.

Your options for enabling a rule set within a range of dates depends on the tool you use:

By phone	You can enable only one rule set at a time, and it becomes active immediately.
In the Personal Call Transfer Rules web tool	You can set the active period in advance.

Connection allows more than one rule set to be enabled within the same time period. When more than one rule set is enabled, a set enabled within a range of dates takes precedence over a set enabled by days of the week. When the range of dates is no longer applicable, the set enabled by days of the week is restored. Multiple rule sets cannot be enabled on overlapping dates.

The following sections contain information on enabling and disabling rule sets:

- [Enabling a Rule Set by Phone, page 19-18](#)
- [Enabling a Rule Set for a Range of Dates in the Personal Call Transfer Rules Web Tool, page 19-19](#)
- [Enabling a Rule Set for Days of the Week in the Personal Call Transfer Rules Web Tool, page 19-19](#)

- [Disabling a Rule Set by Phone, page 19-20](#)
- [Disabling a Rule Set in the Personal Call Transfer Rules Web Tool](#)

Enabling a Rule Set by Phone

When you enable a rule set by phone, it becomes active, and you can enable only one rule set at a time. (To enable more than one rule set or to enable a rule set for a specific weekday, use the Personal Call Transfer Rules web tool.)

To Enable a Rule Set by Phone Using Touchtone Keys

Step 1 Log on to Cisco Unity Connection.

Step 2 If you are not using voice commands, skip to [Step 3](#)

If you are using voice commands, say **“Touchtone conversation”** or press **9** to temporarily change to using touchtone keys.



Tip To switch back to using voice commands after you have enabled the rule set, hang up and log on to Connection again.

Step 3 Press **4 4**.

Step 4 Press **4** to enable a rule set. If you have more than one rule set, Connection plays the names of both enabled and disabled rule sets in alphabetical order.

Use the following keys as you hear the rule sets:

Key	Action
1	Enable the rule set. Connection prompts you to enter the number of days the rule set will be active. Note that a day ends at 11:59 p.m., so a duration of one day means until the end of the current day (11:59 p.m.), two days is through the end of tomorrow, and so on. You can enter from 1-999 days for duration.
9	Go to the next rule set.
7	Go to the previous rule set.
0	Help
*	Exit

After you enable a rule set, Connection returns to the Main menu.

Enabling a Rule Set for a Range of Dates in the Personal Call Transfer Rules Web Tool

To enable a rule set, you set the days or date range that it will be active. You can schedule several date ranges in advance. For example:

- Vacation rule set, enabled March 1 to March 8
- Work Travel rule set, enabled March 9 to March 11
- Workweek rule set, enabled March 12 to March 31

You cannot enable multiple rule sets with overlapping date ranges. Only the rule set enabled during the date range that includes the current date is active.

To Enable a Rule Set for a Range of Dates in the Personal Call Transfer Rules Web Tool

-
- | | |
|---------------|--|
| Step 1 | On the Cisco PCA Home page, click Cisco Unity Personal Call Transfer Rules . |
| Step 2 | On the Rules menu, click Enable Rule Sets . |
| Step 3 | On the Enable Rule Sets page, in the Date Range section, click the rule set in the Rule Set column list that you want to enable. The check box in the Enabled column is checked automatically. |
| Step 4 | Set the applicable dates in the Start Date and End Date column lists. |
| Step 5 | To add another row, click Add Date Range , then repeat Step 3 and Step 4 to specify the date range for any additional rule sets. |
| Step 6 | Click Save . |
-

Enabling a Rule Set for Days of the Week in the Personal Call Transfer Rules Web Tool

Do the following procedure to enable a rule set for one or more days of the week (for example, every Tuesday, every weekday, or every weekend).

To Enable a Rule Set for Days of the Week in the Personal Call Transfer Rules Web Tool

-
- | | |
|---------------|--|
| Step 1 | On the Cisco PCA Home page, click Cisco Unity Personal Call Transfer Rules . |
| Step 2 | On the Rules menu, click Enable Rule Sets . |
| Step 3 | On the Enable Rule Sets page, in the Days of Week section, click the rule set in the Rule Set column list that you want to enable for the applicable days of the week. The check box in the Enabled column is checked automatically.

You can specify a rule set for one or more days of the week, or you can choose Daily to apply the rule set to every day of the week. |
| Step 4 | Click Save . |
-

Disabling a Rule Set by Phone

To Disable a Rule Set by Phone Using Touchtone Keys

Step 1 Log on to Cisco Unity Connection.

Step 2 If you are not using voice commands, skip to [Step 3](#)

If you are using voice commands, say “**Touchtone conversation**” or press **9** to temporarily change to using touchtone keys.



Tip

To switch back to using voice commands after you have disabled the rule set, hang up and log on to Connection again.

Step 3 Press **4 4**.

Step 4 Connection plays any enabled and active rule sets and asks if you want to cancel them.

Press **1** to cancel an active rule set.

Or

Press **5** to disable an enabled rule set. If you have more than one rule set, Connection plays the names of enabled rule sets in alphabetical order. Use the following keys as you hear the rule sets:

Key	Action
1	Disable the current rule set.
9	Go to the next rule set.
7	Go to the previous rule set.
0	Help
*	Exit

Disabling a Rule Set in the Personal Call Transfer Rules Web Tool

To Disable a Rule Set in the Personal Call Transfer Rules Web Tool

Step 1 On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.

Step 2 On the Rules menu, click **Enable Rule Sets**.

Step 3 On the Enable Rule Sets page, uncheck the check box in the Enabled column.

Alternatively, you can click **None** in the Rule Set column list.

Step 4 Click **Save**.

Changing Call Holding Settings in the Personal Call Transfer Rules Web Tool

**Note**

This section describes call holding settings for users who have access to the Personal Call Transfer Rules web tool. (If you do not have access to the web tool, see the [“Changing Call Transfer and Holding Settings in the Cisco Unity Assistant Web Tool”](#) section on page 18-3 instead.)

When the primary extension is busy, call holding settings allow callers to hold or to retry connecting periodically to reach the user. Call holding applies to calls transferred to the primary extension only.

To Change Call Holding Settings in the Personal Call Transfer Rules Web Tool

- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.
- Step 2** On the Preferences menu, click **Call Holding and Screening**.
- Step 3** On the Call Holding and Screening Options page, in the Call Holding Options section, choose the applicable option in the If My Extension <Number> Is Busy list:

Send Callers to Voice Mail	Connection plays your greeting, then prompts the caller to leave a message.
Put Callers on Hold Without Asking	Connection puts the caller on hold and does not offer the option of leaving a message.
Ask Callers to Hold	Connection gives the caller the option of holding or leaving a message.

- Step 4** Click **Save**.

Changing Caller Message Settings in the Personal Call Transfer Rules Web Tool

**Note**

This section describes caller message settings for users who have access to the Personal Call Transfer Rules web tool. (If you do not have access to the web tool, you change caller message settings in the Cisco Unity Assistant web tool. See the [“Changing Caller Message Settings in the Cisco Unity Assistant Web Tool”](#) section on page 18-4.)

Caller message settings allow you to choose what callers can do with messages they leave for you. You can change caller message settings only in the Personal Call Transfer Rules web tool, not by phone.

To Change Caller Message Settings in the Personal Call Transfer Rules Web Tool

- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.

- Step 2** On the Preferences menu, click **Call Holding and Screening**.
- Step 3** On the Call Holding and Screening Options page, in the Callers Leaving a Message Can section, check or uncheck the applicable check boxes:

Listen To and Rerecord the Message	Connection gives callers the option of listening to, adding to, rerecording, or deleting their messages.
Mark the Message as Urgent	Connection asks callers if they want to mark their messages urgent.

- Step 4** Click **Save**.

Changing Call Screening Settings in the Personal Call Transfer Rules Web Tool



Note

This section describes call screening settings for users who have access to the Personal Call Transfer Rules web tool. (If you do not have access to the web tool, you change call screening settings in the Cisco Unity Assistant web tool. See the [“Changing Call Screening Settings in the Cisco Unity Assistant Web Tool”](#) section on page 18-5.)

You can screen calls transferred to you through personal call transfer rules. Adding call screening to a rule gives you options for handling screened calls before they are connected.

With call screening, Cisco Unity Connection places the caller on hold, then—depending on your screening settings—may identify the caller and prompt the person answering the phone to accept or forward the call. Connection considers a call connected only when someone picks up and presses a touchtone key for a menu option.

Because call screening is part of a rule, you set your screening preferences on the Call Holding and Call Screening Options page first before you can add a rule with call screening. When call screening is set, it is applied to rules that specify both destinations and destination groups.

When you receive a call to which a rule with call screening applies, the caller is placed on hold while you decide whether to take a call. If you set the “Ask for Caller’s Name” option, all callers are asked to say a name. Connection records the name and plays it to identify the caller for you.

If you have set the “Ask Me If I Want to Take the Call” option, Connection tells you to press 1 to take the call or to press 2 to send the call to voice mail. In the meantime, Connection tells the caller, “Wait while I transfer your call.”

If you are not available to pick up a screened call, Connection sends the call to voice mail.

For more information on adding call screening to a rule, see the [“Adding a Rule to a Rule Set”](#) section on page 19-12.

To Change Call Screening Settings in the Personal Call Transfer Rules Web Tool

- Step 1** On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.

Step 2 On the Preferences menu, click **Call Holding and Screening**.

Step 3 On the Call Holding and Screening Options page, in the Screen Calls section, check the applicable check boxes:

Tell Me When the Call Is Connected	Connection tells you when it connects the call.
Tell Me Who the Call Is For	Connection plays the recorded name associated with the dialed extension. Use this option when two or more people share a phone.
Ask Me If I Want to Take the Call	Connection asks if you want to take the call or have the caller leave a message.
Ask for Caller's Name	Connection records the name of the caller and plays it for you before connecting the call.

Step 4 Click **Save**.

Using the Transfer All Rule Set



Note

This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

The Transfer All rule set contains a single rule that forwards all of your calls to a specific destination for a specified time. Transfer All is the only rule set that you must set by phone. Cisco Unity Connection activates the rule set and displays it on the Call Transfer Rule Sets page of the Personal Call Transfer Rules web tool.

When you enable Transfer All, it immediately becomes your active rule set for the duration specified. If a transferred call is not answered at the Transfer All destination, Connection transfers the call to voice mail.

You can change the duration and destination of the Transfer All rule set in the Personal Call Transfer Rules web tool. See the [“Changing a Rule” section on page 19-15](#) for more information.

This section contains two procedures. Do the applicable procedure to enable or disable the Transfer All rule set.

To Enable the Transfer All Rule Set by Phone

Step 1 Log on to Cisco Unity Connection.

Step 2 If you are not using voice commands, skip to [Step 3](#)

If you are using voice commands, say **“Touchtone conversation”** or press **9** to temporarily change to using touchtone keys.



Tip

To switch back to using voice commands after you have enabled the Transfer All rule set, hang up and log on to Connection again.

Step 3 Press **4 4**.

Step 4 Press the applicable touchtone key:

Key	Action
2	To set the Transfer All rule set to send all incoming calls to voice mail. Connection prompts you for the number of days you want the rule set to route your calls to voice mail.
3	To set the Transfer All rule set to send all incoming calls to a specific phone number. Connection prompts you for the phone number and for the number of days you want the rule set to route your calls to the number.

To Disable the Transfer All Rule Set by Phone

Step 1 Log on to Cisco Unity Connection.

Step 2 If you are not using voice commands, skip to [Step 3](#)

If you are using voice commands, say **“Touchtone conversation”** or press **9** to temporarily change to using touchtone keys.



Tip To switch back to using voice commands after you have disabled the Transfer All rule set, hang up and log on to Connection again.

Step 3 Press **4 4**.

Step 4 Press **1** to disable the Transfer All rule set.

Forwarding All Calls to Cisco Unity Connection



Note

This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

You can forward all your incoming calls to Cisco Unity Connection so that your personal call transfer rules are applied to calls directly. With this option, Connection does not ring your phone extension first before applying personal call transfer rules to locate you when there is no answer.

This section contains two procedures. Do the applicable procedure to forward all calls or to cancel forwarding all calls.

To Forward All Calls to Cisco Unity Connection by Phone Using Touchtone Keys

Step 1 Log on to Cisco Unity Connection.

- Step 2** If you are not using voice commands, skip to [Step 3](#).
If you are using voice commands, say “**Touchtone conversation**” or press **9** to temporarily change to using touchtone keys.



Tip To switch back to using voice commands after you have forwarded all calls to Connection, hang up and log on to Connection again.

- Step 3** Press **4 4**.
Step 4 Press **6** to forward all calls to Connection.

To Cancel Forwarding of All Calls to Cisco Unity Connection by Phone Using Touchtone Keys

- Step 1** Log on to Cisco Unity Connection.
Step 2 If you are not using voice commands, skip to [Step 3](#).
If you are using voice commands, say “**Touchtone conversation**” or press **9** to temporarily change to using touchtone keys.



Tip To switch back to using voice commands after you have canceled forwarding of all calls to Connection, hang up and log on to Connection again.

- Step 3** Press **4 4**.
Step 4 Press **6** to cancel forwarding of all calls to Connection.
-

Changing Rule-Processing Preferences



Note This feature is not available on all systems. Ask your Connection administrator whether it is available to you.

You can enable and disable personal call transfer rule sets, and you can choose whether to have Cisco Unity Connection always ring the dialed extension first, before processing any active personal call transfer rules.

If you choose not to have Connection ring the dialed extension first, direct and indirect calls may be handled differently:

Direct calls	These calls ring the extension. If there is no answer, the call is routed to Connection, where personal call transfer rules are applied.
Indirect calls	These calls are routed through Connection, and personal call transfer rules are applied without ringing the extension.

Direct calls are those that dial your phone directly—for example when another Connection user dials your extension or when an outside caller dials your direct line, if you have one. Indirect calls are those that are routed to you from Connection—for example, from callers using Connection directory assistance to reach you.

This section contains two procedures. Do the applicable procedure to set rule-processing preferences by phone or in the Personal Call Transfer Rules web tool.

To Change Rule-Processing Preferences by Phone

Step 1 Log on to Cisco Unity Connection.

Step 2 If you are not using voice commands, skip to [Step 3](#)

If you are using voice commands, say “**Touchtone conversation**” or press **9** to temporarily change to using touchtone keys.



Tip To switch back to using voice commands after you have set rule-processing preferences, hang up and log on to Connection again.

Step 3 Press **4 4**.

Step 4 Follow the prompts to set rule-processing preferences. The menu options you hear will differ, depending on how your rule sets are set.

To Change Rule-Processing Preferences in the Personal Call Transfer Rules Web Tool

Step 1 On the Cisco PCA Home page, click **Cisco Unity Personal Call Transfer Rules**.

Step 2 On the Preferences menu, click **Rules Settings**.

Step 3 Check one of the following check boxes, if applicable:

Disable All Processing of Personal Call Transfer Rules	When checked, personal call transfer rule sets are disabled and are not considered by Connection when processing incoming calls. Incoming calls are routed to the dialed extension.
	Note Existing rule sets are not deleted when the sets are disabled.
Always Ring Primary Extension Before Applying Personal Call Transfer Rules	When checked, Connection rings the primary extension first before applying any rule sets, regardless of whether the incoming call is from an outside caller or an internal caller.
	Tip If your phone is set to Call Forward Answer, check this check box to achieve consistent behavior when callers dial you directly and when callers dial your number through Connection. Your primary extension will always ring before Connection tries to locate you at other destinations. If you do not want your primary extension to ring at all, uncheck this check box and set the Call Forward Answer setting on your phone to Cisco Unity Connection.

Step 4 Click **Save**.



CHAPTER 20

Changing Message Playback Settings

Message playback settings control what you hear when you check messages by phone. You can use message playback settings in conjunction with phone menu settings to customize many aspects of the Cisco Unity Connection conversation. You use the Cisco Unity Assistant web tool to change your message playback settings

This chapter contains the following sections:

- [What You Hear When You Check Messages, page 20-1](#)
- [Enabling the Message Type Menu, page 20-2](#)
- [Changing Message Playback Order, page 20-3](#)
- [Changing What Cisco Unity Connection Plays Before and After a Message, page 20-4](#)

What You Hear When You Check Messages

When you log on by phone, Cisco Unity Connection plays your recorded name and then tells you how many new and saved messages you have. After your message counts, Connection plays the Main menu.

Once you choose to play either your new or old messages, Connection plays them in the order you specify in the Cisco Unity Assistant web tool—first ordered by message type and urgency, then by the time the message was sent. Alternatively, if you are using the touchtone-key input style and have enabled the Message Type menu, Connection allows you to choose which messages you want to hear by type.

By default, Connection plays information about a message and the sender before and after playing the message. What you hear about a message and the sender depends on whether the message was left by another user or by an unidentified caller:

Connection user	Connection plays the message number, time stamp, and recorded name and/or extension of the user who left the message.
Unidentified caller	Connection plays the message number and time stamp. Connection may also play the phone number of the caller, if the number is available and if the system is set up to do so.

You use the Cisco Unity Assistant web tool to specify what information Connection plays about a message and the message sender before and after playing messages.

Enabling the Message Type Menu

If you are using touchtone keys, you can choose to have Cisco Unity Connection play the Message Type menu before it plays your new and saved messages so that you can choose which messages you want to hear by type.

To hear the Message Type menu, it must be enabled. [Table 20-1](#) lists the menu options available.



Note

Connection does not allow you to specify what messages you do not want to hear when you check messages by phone.

Table 20-1 Cisco Unity Connection Message Type Menu Options

Action	Key
Voice messages	1
E-mails ¹	2
Receipts ²	4
All messages	#

1. Connection plays e-mails only for users who also have the text-to-speech option.
2. You may not receive all types of receipts. Ask your Connection administrator.

For each type of message that you chose to hear, Connection plays the messages in the order that you specify in the Cisco Unity Assistant web tool.

The Message Type menu can be handy when you want to check for a certain message type by phone, and not check any others. For example, you may want to use the Message Type menu if you do not want to hear your receipts by phone because you like to manage them from your desktop instead.

When the Message Type menu is disabled, you will not hear it. Instead, Connection plays your messages according to the order that you specify.

To Enable the Message Type Menu in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Message Playback**.
- Step 3** On the Message Playback page, check the **Message Type Menu** check box.
- Step 4** Scroll to the bottom of the page, and click **Save**.

Changing Message Playback Order

You can customize the order in which your new, saved, and deleted messages are played. For new and saved messages, you use playback settings to sort by message type (for example, voice or e-mail) and by urgency. In this way, you can specify that Cisco Unity Connection plays urgent voice messages first, followed by normal voice messages.

By default, new and saved messages are sorted by type in the following order:

- Urgent voice messages
- Normal voice messages
- Urgent e-mails
- Normal e-mails
- Receipts and notices

Note that except for receipts, messages are sorted so that Connection plays urgent messages for each message type first. (Receipts are sorted only by the time that they were sent.)

For each message type, Connection plays the messages according to the time a message was sent, so that either the newest or oldest messages are played first. Because deleted messages are not sorted by type, you can indicate only whether Connection plays newest or oldest messages first.

**Note**

You cannot change the playback order for Message Locator. When Connection finds messages based on the criteria that you enter, they are presented to you in order of oldest to newest messages.

Table 20-2 lists the default order for new, saved, and deleted messages, regardless of message type.

Table 20-2 **Message Playback Order**

Message State	Default Order
New	Oldest message first
Saved	Newest message first
Deleted	Newest message first

Table 20-3 illustrates how message playback order works. The example shows the order in which Connection plays messages when you listen to messages on a Thursday afternoon, based on the default order settings.

Table 20-3 Example of How Message Playback Order Works

New Messages	Saved Messages	Deleted Messages ¹
1. Urgent voice message sent Tuesday at 10:30 a.m.	1. Urgent voice message sent Tuesday at 2:13 p.m.	1. Normal voice message sent Thursday 8:30 a.m.
2. Urgent voice message sent Tuesday at 2:13 p.m.	2. Urgent voice message sent Tuesday at 10:30 a.m.	2. Urgent e-mail message sent Wednesday at 4:10 p.m.
3. Normal voice message sent Wednesday at noon.	3. Normal voice message sent Thursday 8:30 a.m.	3. Normal voice message sent Wednesday at noon.
4. Normal voice message sent Thursday at 8:30 a.m.	4. Normal voice message sent Wednesday at noon.	4. Urgent voice message sent Tuesday at 2:13 p.m.
5. Urgent e-mail message sent Wednesday at 4:10 p.m.	5. Urgent e-mail message sent Wednesday at 4:10 p.m.	5. Urgent voice message sent Tuesday at 10:30 a.m.

1. You may not be able to play deleted messages by phone. Ask your Connection administrator.

You can set the order in which Connection plays your messages only in the Cisco Unity Assistant web tool, not by phone.

To Change Message Playback Order in the Cisco Unity Assistant Web Tool

-
- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
 - Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Message Playback**.
 - Step 3** On the Message Playback page, in the New Message Play Order section, use the **Move Up** and **Move Down** buttons to put the list of message types in the order in which you want them played.
 - Step 4** In the Then By list, click **Newest First** or **Oldest First** to specify the message order for all new messages. (Note that this does not allow you to have a particular message type played.)
 - Step 5** In the Saved Message Play Order section, use the **Move Up** and **Move Down** buttons to put the list of message types in the order in which you want them played.
 - Step 6** In the Then By list, click **Newest First** or **Oldest First** to specify the message order for all saved messages.
 - Step 7** In the Deleted Message Play Order section, click **Newest First** or **Oldest First** to specify the message order for all deleted messages.
 - Step 8** Scroll to the bottom of the page, and click **Save**.
-

Changing What Cisco Unity Connection Plays Before and After a Message

Message properties are pieces of information about a message that Cisco Unity Connection can play before and after a message.

By default, Connection plays the following message properties:

Sender's Information	Before playing the message, Connection plays the recorded name of the user who sent a message, if available. Connection may also play either the phone number of an unidentified caller, if available, or the extension of the user who sent the message.
Message Number	Before playing the message, Connection announces the sequential number of a message. (For example, "Message 1, a voice message...Message 2, a voice message...") Tip Although you can turn off message counts in the Cisco Unity Assistant, it is handy to know how many messages you have. This is especially true for saved messages as you can skip ahead or back to a particular saved message by entering the message number.
Time the Message Was Sent	This is the time stamp. Connection announces the day, date, and time that a message was sent. You can specify that Connection play this information before and/or after playing the message.

You can specify in the Cisco Unity Assistant web tool whether you want Connection to play all, none, or a combination of these message properties.

If you choose to hear message properties after listening to a message, Connection plays the following properties:

Message Type	Connection plays whether the message is new, saved, or deleted. If applicable, Connection will also play whether the message is private or urgent.
Sender's Information	Connection plays the recorded name of the user who sent a message, if available. Connection may also play either the phone number of an unidentified caller, if available, or the extension of the user who sent the message.
Time the Message Was Sent	This is the time stamp. Connection announces the day, date, and time that a message was sent.

For receipts, the information that Connection plays differs slightly. Whether Connection plays the time stamp and reason for a receipt before or after the list of recipient(s), depends on how many recipients are associated with the receipt:

One recipient	Time stamp and reason are played after the recipient name.
More than one recipient	Time stamp and reason are played before the recipient list.

To Change What Cisco Unity Connection Plays Before and After a Message in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Preferences menu, click **Message Playback**.

- Step 3** On the Message Playback page, scroll down to the Before Playing Each Message Play section, and check or uncheck any or all of the following three check boxes to specify what information Connection plays before each message:
- Sender's Information
 - Message Number
 - Time the Message Was Sent
- Step 4** In the After Playing Each Message Play section, check or uncheck the **Time the Message Was Sent** check box to specify whether Connection plays the message time stamp after playing each message.
- Step 5** Click **Save**.
-



CHAPTER 21

Changing Message Notification Settings

Cisco Unity Connection can call a phone or pager to notify you of new messages. Connection can also send message notifications in the form of text messages (for example, “Urgent message for Technical Support” or “You have new voice messages”) to e-mail addresses. Your Connection administrator can tell you whether these options are available to you.

Connection calls a phone or pager or sends an e-mail message based on the notification schedules and contact options that you specify. You use the Cisco Unity Assistant web tool to set up the following notification devices: a home phone, work phone, several alternative phones, and pagers.

Using the phone, you can only turn notification on and off and change notification phone numbers for your home phone, work phone, a pager, and a spare phone.

This chapter contains the following sections:

- [Setting Up a Notification Device, page 21-1](#)
- [Cascading and Chaining Message Notification, page 21-5](#)
- [Enabling or Disabling a Notification Device by Phone, page 21-5](#)
- [Changing a Notification Phone Number by Phone, page 21-6](#)

Setting Up a Notification Device

You can set up all your notification devices in the Cisco Unity Assistant web tool. For Cisco Unity Connection to make notification calls, the phone or pager must be enabled, or turned on. Disabling a notification device does not delete its settings. Connection considers notification successful if the device answers, even when new messages remain. (For example, notification is considered successful even when an answering machine picks up and records the message.)

You can change the type of messages that Connection notifies you of, your notification schedules, and the contact options for your notification devices only in the Cisco Unity Assistant, not by phone.

This section contains two procedures. Do the applicable procedure, depending on the device you are setting up:

- [To Set Up or Change a Phone or Pager Notification Device in the Cisco Unity Assistant Web Tool, page 21-2](#)

- [To Set Up or Change an SMTP Notification Device in the Cisco Unity Assistant Web Tool, page 21-3](#)

To Set Up or Change a Phone or Pager Notification Device in the Cisco Unity Assistant Web Tool

-
- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Notification Devices menu, click **View Notification Devices**.
- Step 3** On the Notification Devices page, click the device that you want to change or set up.
- Step 4** On the <Device name> Notification Device page, check the **Notification Enabled** check box to enable the device or uncheck it to disable the device.
- Step 5** In the Phone Number field, enter the phone number of the phone or pager, beginning with any access code needed to make an external call (for example, 9).
- Use digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include 1 and the area code. You can also enter:
- , (comma) to insert a one-second pause.
 - # and * to correspond to the # and * keys on the phone.
- You may not be able to enter certain phone numbers or your phone system may require additional characters. If you are experiencing difficulties with this setting, contact your Connection administrator.
- Step 6** Check the **Prompt for User ID on Notifications** check box if you want Cisco Unity Connection to ask for your phone extension before giving you the message
- Step 7** Check the **Try To Detect Connection** check box if you want Cisco Unity Connection to automatically try to detect a connection to the phone or pager before dialing extra digits.
- Step 8** In the Dial Extra Digits field, enter any extra digits that Connection will dial after the phone number. The digits could be a password or an access number that you enter to hear messages, or an ID required by a pager.
- Step 9** In the Dial After field, enter the number of seconds that Connection waits after dialing the phone or pager number before it dials the extra digits. (You may need to experiment with this setting. Try 6 seconds, then increase or decrease the time as needed.)
- Step 10** In the Notify Me Of Voice Messages list, choose when you want to be notified of voice messages: upon the arrival of the First Voice Message, the First Urgent Voice Message, Every Voice Message, for Every Urgent Voice Message, or None to not have Connection call the device when a new message of that type arrives.
- Step 11** To set up your notification schedule, use the Quick Add options to specify a schedule.
- Or
- Check or uncheck the check boxes in the schedule to specify the active and inactive hours for the notification device. Cisco Unity Connection makes notification calls during the active hours, if you have new messages. When a new message arrives during inactive hours, Connection sends a message notification at the start of the next active hour in your schedule.



Timesaver

There are several ways to set up your notification schedule quickly. Click Clear Schedule to uncheck all check blocks at once. Alternatively, click Invert Schedule to check all the blocks that you currently do not have checked and uncheck the ones that you do have checked. You can use the Copy Day's Schedule function—below the schedule—to copy a schedule for one day to other days.

Step 12 Specify the timing and frequency of the calls made by Connection to notify you of new messages:

Attempt First Contact After <x> Minutes	Enter the number of minutes that Connection waits to make the first notification call once message notification is triggered. If the delay time takes the notification out to a time when the device schedule is no longer active, the notification does not take place. You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.
If There Are Still New Messages, Try Again Every <x> Minutes	Enter the number of minutes that Connection makes regular notification calls, as long as you have new messages. The range for the redial frequency field is 1 to 100 minutes. For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Connection will notify you of new messages at 11:50 a.m., 11:55 a.m., 12:00 p.m., 12:05 p.m., 12:10 p.m., 12:15 p.m., 12:20 p.m., 12:25 p.m., etc.
If <Device> Does Not Answer	Connection follows your settings for an unanswered device. Indicate settings for: • Hang Up After <x> Rings—Set to a minimum of 3 rings. Choose a higher number to give yourself more time to get to the phone. • Try Again <x> Times—Choose a higher number to accommodate when you step away from the phone briefly. Choose a lower number to avoid disturbing others. • Try Again After <x> Minutes—Choose a higher number to accommodate when you step away from the phone for long periods of time.
If <Device> Is Busy	Connection follows your settings for a busy device. Indicate settings for: • Try Again <x> Times—Choose a higher number if you use the phone frequently. • Try Again After <x> Minutes—Choose a higher number if you have long phone conversations.
If Notification Fails Try	Select an option for an additional device to send notification to when the first device does not answer or is busy. Connection calls the device only if it is enabled and its schedule is current.

Step 13 Click **Save**.

To Set Up or Change an SMTP Notification Device in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Notification Devices menu, click **View Notification Devices**.
- Step 3** On the Notification Devices page, click the SMTP device that you want to change or set up.
- Step 4** On the <Device name> Notification Device page, check the **Notification Enabled** check box to enable the device, or uncheck it to disable the device.
- Step 5** In the To field, enter the e-mail address of the text pager, text-compatible mobile phone, or another e-mail account (such as a home e-mail address).
- Step 6** In the From field, enter the phone number that you want to appear at the end of the text display. (For example, enter the number you dial to reach Cisco Unity Connection when you are not dialing from your desk phone.)

**Tip**

If you have a text-compatible cellular phone that you set up as a text pager, you can activate the automatic callback function available with your phone when this number is displayed.

- Step 7** In the Text field, enter any text you want displayed (for example, “You have voice mail”). Every time a message arrives that matches the criteria selected in the message notification settings, Connection sends this message.
- Step 8** Check the **Include Message Counts check box** if you want Connection to include the number of new and total voice messages in the notification message.
- Step 9** Check the **Include Caller ID** check box if you want Connection to identify the caller’s name and phone number in the notification message.
- Step 10** Check the **Include a Link to Cisco PCA** check box if you want to include a link in the e-mail message to the Cisco PCA.
- Step 11** In the Notify Me Of Voice Messages list, choose the types of messages and message urgency for which Connection will call the device. When None is selected, Connection does not call the device when a new message of that type arrives.
- Step 12** To set up your notification schedule, use the Quick Add options to specify a schedule.
- Or
- Check or uncheck the check boxes in the schedule to specify the active and inactive hours for the notification device. Connection makes notification calls during the active hours, if you have new messages. When a new message arrives during inactive hours, Connection sends a message notification at the start of the next active hour in your schedule.

**Timesaver**

There are several ways to set up your notification schedule quickly. Click Clear Schedule to uncheck all check blocks at once. Alternatively, click Invert Schedule to check all the blocks that you currently do not have checked and uncheck the ones that you do have checked. You can use the Copy Day’s Schedule function—below the schedule—to copy a schedule for one day to other days.

- Step 13** Specify the timing and frequency of the calls made by Connection to notify you of new messages:

Attempt First Contact After <x> Minutes	Enter the number of minutes that Connection waits to make the first notification call once message notification is triggered. If the delay time takes the notification out to a time when the device schedule is no longer active, the notification does not take place. You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.
If There Are Still New Messages, Try Again Every <x> Minutes	Enter the number of minutes that Connection makes regular notification calls, as long as you have new messages. The range for the redial frequency field is 1 to 100 minutes. For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Connection will notify you of new messages at 11:50 a.m., 11:55 a.m., 12:00 p.m., 12:05 p.m., 12:10 p.m., 12:15 p.m., 12:20 p.m., 12:25 p.m., etc.

- Step 14** Click **Save**.

Cascading and Chaining Message Notification

Cascading message notification allows you to set up a series of notifications to a widening circle of recipients. Alternatively, message notification can be set to “chain” to a series of notification devices if an attempt to send notification to the first selected device fails. (The definition of failure to a notification device is based on the options you select for retrying a device that is not answered or is busy.)

When setting up a chain of message notification devices, select the types of messages and message urgency for which Cisco Unity Connection will call only for the first device. If any message types are selected for a device other than the first, message notification for the device will begin immediately and will not wait for the notification failure of the previous device. Therefore, your notifications will not occur as a chain but will all be activated simultaneously.

To set up multiple notification devices to function in a cascading or chaining sequence, you may need to contact your Connection administrator for instructions. Without certain settings, cascading or chaining notification may not work correctly.

Enabling or Disabling a Notification Device by Phone

By phone, you can only turn notification on and off for your home phone, work phone, a pager, and a spare phone. Additional notification devices can be turned on and off in the Cisco Unity Assistant web tool. Disabling a notification device does not delete its settings.

The procedure in this section uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.

To Enable or Disable a Notification Device by Phone Using Touchtone Keys

Step 1 Log on to Cisco Unity Connection.

Step 2 If you are not using voice commands, skip to [Step 3](#).

If you are using voice commands, say **“Touchtone conversation”** or press **9** to temporarily change to using touchtone keys.



Tip To switch back to using voice commands after you have finished enabling or disabling the notification device, hang up and log on to Connection again.

Step 3 Press **4 2 1**.

Step 4 After Connection announces your notification status, press the applicable key for the device you want to change:

Key	Device	Key	Device
1	Pager	3	Work phone
2	Home phone	4	Spare phone

Step 5 Press **1** to enable or disable notification to the phone or pager.

Table 21-1 *Use These Keys Anytime*

Key	Action
*	Cancel or back up
0	Help

Changing a Notification Phone Number by Phone

By phone, you can change the notification number for your home phone, work phone, a pager, and a spare phone. Additional notification numbers can be changed in the Cisco Unity Assistant web tool.

When entering phone numbers, do not use spaces, dashes, or parentheses between digits. Begin with any access code needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code. Use the # key to add 1-second pauses, as necessary. Use commas (,) to add 1-second pauses, as necessary. Depending on how Cisco Unity Connection is set up, you may not be able to enter certain phone numbers.

The procedure in this section uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.

To Change a Notification Phone Number by Phone Using Touchtone Keys

Step 1 Log on to Cisco Unity Connection.

Step 2 If you are not using voice commands, skip to [Step 3](#).

If you are using voice commands, say **“Touchtone conversation”** or press **9** to temporarily change to using touchtone keys.



Tip To switch back to using voice commands after you have finished changing the notification number, hang up and log on to Connection again.

Step 3 Press **4 2 1**.

Step 4 After Cisco Unity Connection announces your notification status, press the applicable key for the device whose number you want to change:

Key	Device	Key	Device
1	Pager	3	Work phone
2	Home phone	4	Spare phone

Step 5 Press **3** to change the notification number.

Step 6 Enter the new number, or press # to keep the current number. (Enter only an extension when you use phone numbers inside your organization for message notification.)

Table 21-2 *Use These Keys Anytime*

Key	Task
*	Cancel or back up
0	Help



CHAPTER 22

Changing Private List Settings

You can use private lists to create your own groups of voice message recipients. When you address a voice message to one of your private lists, all of the recipients on the list receive the message. Cisco Unity Connection provides several private lists for you to personalize.

Only you can send voice messages to your private lists. You can do so by phone using touchtone keys or voice commands, or in the Cisco Unity Inbox web tool. You cannot send messages from your e-mail program to your private lists.

This chapter contains the following sections:

- [Creating a Private List, page 22-1](#)
- [Changing the Name of a Private List, page 22-2](#)
- [Changing Members of a Private List, page 22-3](#)
- [Deleting a Private List, page 22-6](#)

Creating a Private List

Your Connection administrator specifies the maximum number of lists that you can manage. Although you can create new private lists by phone, it is easier to do so in the Cisco Unity Assistant web tool.

To Create a Private List in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Private Lists menu, click **New Private List**.
- Step 3** On the Private List page, in the Name field, enter a name for the list.
- Step 4** In the Recorded Name field, on the Media Master, click **Record** and record the name of the list.
- Step 5** When you finish recording, click **Stop**.
- Step 6** If you use the voice-recognition option and your list name is not pronounced the way it would be read, enter an alternate name in the Alternate Names section.
- Step 7** To add more alternate names, click **Add Row** and repeat [Step 6](#).
- Step 8** Click **Add Members**.
- Step 9** In the Find Names dialog box, click the applicable tab to specify the search scope.

- Step 10** In one or more fields, enter the applicable information about the user, distribution list, private list, or remote contact that you want to add to your new list.

**Tip**

Enter an asterisk (*) in a field to list all users, distribution lists, private lists, or remote contacts. For faster results, enter one or more characters or values followed by * to narrow your search. If you are searching for a common name, make sure that you enter information in more than one field.

- Step 11** Click **Find**.

- Step 12** In the list of possible matches, check the check box next to the user, distribution list, private list, or remote contact that you want to add to your private list, and then click **Add Members**.

Or

If you do not see the user, distribution list, private list, or remote contact you want, try entering different search criteria, then click Find to search again.

**Tip**

When a search returns more matches than expected, increase the value in the Rows Per Page list to view as many matches as possible. To limit the search, enter more complete search criteria, and/or enter the applicable information in any additional fields that you left blank. Then click Find to search again.

- Step 13** Repeat [Step 8](#) through [Step 12](#) until you have finished adding members to your list.

Changing the Name of a Private List

Each private list has a recorded name and a display name. When you address messages to private lists by phone, Cisco Unity Connection plays the recorded name so that you can confirm that you have addressed the message to the correct list. You enter the display name in the Cisco Unity Assistant web tool. The name that you enter for each private list is then displayed in the Cisco Unity Inbox Address Book.

If you use the voice-recognition option, you can also specify alternate names for the display name that you give a private list. You say the display name when you use voice commands to address a message to the private list by phone. Consider specifying alternate names if the display name is not pronounced the way it would be read, as may be the case with acronyms and abbreviations. (For example, your list name for the Technical Support department is IT. You would add the pronunciation spelling “Eye Tea” as an alternate name.) You enter an alternate name for your display name in the Cisco Unity Assistant.

This section contains two procedures. Do the applicable procedure to change the list name by phone or in the Cisco Unity Assistant web tool.

The phone procedure uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.

To Change the Recorded Name of a Private List by Phone Using Touchtone Keys

- Step 1** Log on to Cisco Unity Connection.

- Step 2** If you are not using voice commands, skip to [Step 3](#).
If you are using voice commands, say “**Touchtone conversation**” or press **9** to temporarily change to using touchtone keys.
-  **Tip** To switch back to using voice commands after you have finished changing the list name, hang up and log on to Connection again.
- Step 3** Press **4 2 4 2**.
- Step 4** Choose the private list whose name you want to change by pressing the number of the list.
- Step 5** Press **4** to record the name. (Note that if the list you chose does not already have members, you must add them before you can record a name for the list.)

Table 22-1 Use These Keys Anytime

Key	Action
*	Cancel or back up
0	Help

To Change the Name of a Private List in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Private Lists menu, click **View Private Lists**.
- Step 3** On the Private Lists page, click the private list whose name you want to change.
- Step 4** On the Private List page, in the Name field, delete the old name and enter a new one. This is the display name.
- Step 5** In the Recorded Name field, on the Media Master, click **Record** and record the new name of the list.
- Step 6** When you finish recording, click **Stop**.
- Step 7** In the Alternate Names section, change the information as applicable:
- To delete an alternate name, check the check box next to the name, and click **Delete Selected**.
 - To add an alternate name, click **Add Row** and enter the name(s).
- Step 8** Click **Save**.

Changing Members of a Private List

The maximum number of members that you can add to a private list is specified by your Connection administrator. Any user or system distribution list that is included in the directory is eligible for membership in your private lists.

Depending on how Cisco Unity Connection is set up at your organization, you may be able to send and respond to messages from users on remote voice messaging systems who are not in the directory. If so, you can also include these users—known as remote contacts—in your private lists.

If you try to add a user, private list, system distribution list, or remote contact that is already a member of the private list, Cisco Unity Connection does not add the member to the same list again.

You can add members to, and review and delete members from your private lists by phone or in the Cisco Unity Assistant web tool.

**Note**

Administrative changes to private list members may cause them to be presented differently when you review your lists later. Occasionally, administrative changes may even cause some members to be removed from your lists without notice. Your Connection administrator should be able to inform you before changes occur, though you will still need to readd these members to your lists in the event that they are inadvertently removed.

This section contains two procedures. Do the applicable procedure to change private list members by phone or in the Cisco Unity Assistant web tool.

The phone procedure uses keypad mappings for the standard conversation. Keypad mappings for other conversations are provided in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter. Ask your Connection administrator which conversation you are set up to use.

To Change Members of a Private List by Phone Using Touchtone Keys

Step 1 Log on to Cisco Unity Connection.

Step 2 If you are not using voice commands, skip to [Step 3](#).

If you are using voice commands, say **“Touchtone conversation”** or press **9** to temporarily change to using touchtone keys.

**Tip**

To switch back to using voice commands after you have finished changing list members, hang up and log on to Connection again.

Step 3 Press **4 2 4 2**.

Step 4 Choose the private list whose members you want to change by pressing the number of the list.

Step 5 After Connection plays the name of the list, use the following keys to change the members:

Key	Action	Key	Action
1	Add a name	3	Remove a name
2	Hear the names of members who belong to your private list	# #	Switch between spelling and number entry

Table 22-2 Use These Keys Anytime

Key	Action
*	Cancel or back up
0	Help

To Change Members of a Private List in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Private Lists menu, click **View Private Lists**.
- Step 3** On the Private Lists page, click the private list whose members you want to change.
- Step 4** To add members, skip to [Step 5](#)
- To remove members, on the Private List page, check the check box next to any member that you want to remove from your list, and click **Delete Selected**.
- Step 5** To add members, on the Private List page, click **Add Members**, then search for names:
- In the Find Names dialog box, click the applicable tab to specify the search scope.
 - In one or more fields, enter the applicable information about the user, distribution list, private list, or remote contact that you want to add to your list.



Tip Enter an asterisk (*) in a field to list all users, distribution lists, private lists, or remote contacts. For faster results, enter one or more characters or values followed by * to narrow your search. If you are searching for a common name, make sure that you enter information in more than one field.

- Click **Find**.
- In the list of possible matches, check the check box next to the user, distribution list, private list, or remote contact that you want to add to your private list, and click **Add Members**.

Or

If you do not see the user, distribution list, private list, or remote contact you seek, try entering different search criteria, then click **Find** to search again.

**Tip**

When a search returns more matches than expected, increase the value in the Rows Per Page list to view as many matches as possible. To limit the search, enter more complete search criteria, and/or enter the applicable information in any additional fields that you left blank. Then click Find to search again.

- Step 6** Repeat [Step 5](#) until you have finished adding members to your list.
-

Deleting a Private List

Although you can delete individual members of your lists by phone, you cannot delete the list itself. You delete a list—including its recorded and display name, and all of its members at once—in the Cisco Unity Assistant web tool.

To Delete a Private List in the Cisco Unity Assistant Web Tool

- Step 1** On the Cisco PCA Home page, click the **Cisco Unity Assistant** link.
- Step 2** In the Cisco Unity Assistant, on the Private Lists menu, click **View Private Lists**.
- Step 3** On the Private Lists page, check the check box next to the list that you want to delete.
- Step 4** Click the **Delete Selected Rows** icon below the menu bar.
-



CHAPTER 23

Cisco Unity Connection Voice Commands and Phone Menus

This chapter contains the most frequently used voice commands, and menus and shortcut key sequences for managing your messages and personal options by phone for the different versions of the Cisco Unity Connection conversation. Ask your Connection administrator which conversation version you are set up to use.

- [Voice Commands, page 23-1](#)
- [Phone Menus for the Standard Conversation, page 23-5](#)
- [Phone Menus for Optional Conversation 1, page 23-7](#)
- [Phone Menus for Alternate Keypad Mapping N, page 23-10](#)
- [Phone Menus for Alternate Keypad Mapping X, page 23-11](#)
- [Phone Menus for Alternate Keypad Mapping S, page 23-13](#)

Voice Commands

This section lists commands and applicable touchtone key(s) for the following menus while you are using voice commands in the Cisco Unity Connection conversation:

- [Main Menu \(Voice Commands\), page 23-1](#)
- [Send a Message Menu \(Voice Commands\), page 23-2](#)
- [During Message Menu \(Voice Commands\), page 23-3](#)
- [After Message Menu \(Voice Commands\), page 23-4](#)
- [Universal Voice Commands, page 23-4](#)

Main Menu (Voice Commands)

While listening to the Main menu, say or press:

Action	Voice Command	Key(s)
Hear voice messages, e-mails, or receipts	“Play <voice messages/e-mails/receipts>”	N/A
Hear all new messages	“Play new messages”	1

Action	Voice Command	Key(s)
Hear all messages (new and saved)	"Play all messages"	N/A
Hear new, saved, or deleted voice messages from a Connection user	"Play <new/saved/deleted> messages from <user name>"	N/A
Send a voice message	"Send a message"	2
Hear saved voice messages, e-mails, or receipts	"Play saved <voice messages/e-mails/receipts>"	N/A
Hear all saved messages	"Play saved messages"	3
Hear deleted voice messages, e-mails, or receipts	"Play deleted <voice messages/e-mails/receipts>"	N/A
Hear all deleted messages*	"Play deleted messages"	N/A
Hear all greetings	"Play all greetings"	N/A
Hear a specific greeting	"Play <greeting name> greeting"	N/A
Hear the standard greeting	"Play my greeting"	N/A
Record a new greeting	"Record <greeting name> greeting"	N/A
Record the standard greeting	"Record my greeting"	N/A
Enable or disable a greeting	"Turn on <greeting name> greeting" "Turn off <greeting name> greeting"	N/A
Use the system default greeting	"Use default <greeting name> greeting"	N/A
Use the system default greeting for the standard greeting	"Use my default greeting"	N/A
Use nothing for a greeting. Callers will only hear a tone to signal that they should leave a message.	"Play nothing for my <greeting name> greeting"	
Hear greetings menu help	"Greetings Help"	N/A
Switch to temporarily using touchtone keys	"Touchtone conversation"	9
Call Connection user	"Call <user name>" "Call <extension>"	N/A
Call personal contact or system contact	"Call <contact name> at <home/work/mobile>"	N/A
Permanently delete all messages in the Deleted Items folder	"Empty Deleted Items folder"	N/A

*Not available on some systems.

Send a Message Menu (Voice Commands)

After addressing and recording a voice message, say or press:

Action	Voice Command	Key(s)
Send message	"Send"	#
Edit recording	"Change recording"	N/A

Action	Voice Command	Key(s)
Review message properties	"Review message properties"	N/A
Edit recipients	"Edit recipients"	N/A
Mark message urgent	"Set urgent"	N/A
Cancel message urgent	"Cancel urgent"	
Mark message private	"Set private"	N/A
Cancel message private	"Cancel private"	
Mark message urgent and private	"Set urgent and private"	N/A
Mark message return receipt	"Set return receipt"	N/A
Cancel return receipt	"Cancel return receipt"	
Add additional recipients	"Add names"	N/A
Review recorded message and message properties	"Review message"	N/A

During Message Menu (Voice Commands)

While listening to a message, say or press:

Action	Voice Command	Key(s)
Restart message	"Repeat"	1
Play previous message	"Previous"	1 4
Play next message	"Next"	1 6
Save message	"Save"	2
Delete	"Delete"	3
Reply	"Reply"	# 4
Reply to all	"Reply all"	N/A
Forward message	"Forward"	# 5
Save or restore as new*	"Mark new"	# 6
Play message properties	"Message properties"	# 9
Slow playback	N/A	4
Change volume*	N/A	5
Fast playback	N/A	6
Rewind message	N/A	7
Fast-forward to end	N/A	#
Pause or resume	N/A	8
Fast-forward	N/A	9

*Not available on some systems.

After Message Menu (Voice Commands)

After listening to a message, say or press:

Action	Voice Command	Key(s)
Replay message	“Repeat”	1
Play previous message	“Previous”	1 4
Play next message	“Next”	1 6
Save or restore as saved	“Save”	2
Delete	“Delete”	3
Reply	“Reply”	4
Reply to all	“Reply all”	N/A
Resend original message (NDRs only)	“Resend”	4
Call the Connection user*	“Call sender”	4 4
Forward message	“Forward”	5
Save or restore as new*	“Mark new”	6
Rewind message	N/A	7
Play the original message (NDRs only)	“Play original message”	8
Play message properties	“Message properties”	9

*Not available on some systems.

Universal Voice Commands

Use the following commands and touchtone keys at any time while you are using voice commands in the Cisco Unity Connection conversation:

Action	Voice Command	Key(s)
Cancel or back up	“Cancel”	*
Voice command Help	“Help”	N/A
Touchtone key Help	“Touchtone Command Help”	0
Return to Main menu	“Main menu”	N/A
Hang up or exit the system	“Goodbye” “Hang up”	N/A
Repeat message or repeat menu prompts	“Repeat”	N/A

Phone Menus for the Standard Conversation

This section lists the touchtone-key sequences for the following menus:

- [Main Menu and Shortcuts \(Standard Conversation\)](#), page 23-5
- [Send a Message Menu and Shortcuts \(Standard Conversation\)](#), page 23-5
- [During Message Menu and Shortcuts \(Standard Conversation\)](#), page 23-6
- [After Message Menu and Shortcuts \(Standard Conversation\)](#), page 23-7

Main Menu and Shortcuts (Standard Conversation)

While listening to the Main menu, press:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages*	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Edit other greetings	4 1 3
Change message notification	4 2 1
Choose full or brief menus	4 2 3
Change phone password	4 3 1
Change recorded name	4 3 2
Change call transfer	4 4
Find messages from a Connection user*	5 1
Find messages from all outside callers*	5 2
Find messages from an outside caller*	5 3

*Not available on some systems.

Send a Message Menu and Shortcuts (Standard Conversation)

After recording and addressing a message, press:

Action	Key(s)
Send message	#
Add name	1
Change addressing	3 1

Action	Key(s)
Change recording	3 2
Set delivery options	3 3
Mark message urgent	3 3 1
Request return receipt	3 3 2
Mark message private	3 3 3
Mark message urgent and private	3 3 3 1 3
Review recorded message	3 4

During Message Menu and Shortcuts (Standard Conversation)

While listening to a message, press:

Action	Key(s)
Restart message	1
Play message by number (saved messages only)	1 2
Play previous saved message	1 4
Play next saved message	1 6
Save	2
Delete	3
Slow playback	4
Change volume*	5
Fast playback	6
Rewind message	7
Pause or resume	8
Fast-forward	9
Fast-forward to end	#
Restore as saved*	# 2
Reply	# 4
Reply to all	# 4 2
Forward message	# 5
Save or restore as new*	# 6
Play message properties	# 9
Skip message, save as is	# #
Cancel or back up	*
Help	0

*Not available on some systems.

After Message Menu and Shortcuts (Standard Conversation)

After listening to a message, press:

Action	Key(s)
Replay message	1
Play message by number (saved messages only)	1 2
Play previous saved message	1 4
Play next saved message	1 6
Save or restore as saved*	2
Delete	3
Reply	4
Reply to all	4 2
Call the Connection user*	4 4
Forward message	5
Save or restore as new*	6
Rewind	7
Play message properties	9
Save as is	#
Cancel or back up	*
Help	0

*Not available on some systems.

Phone Menus for Optional Conversation 1

This section lists the touchtone-key sequences for the following menus.

- [Main Menu and Shortcuts \(Optional Conversation 1\), page 23-7](#)
- [Send a Message Menu and Shortcuts \(Optional Conversation 1\), page 23-8](#)
- [During Message Menu and Shortcuts \(Optional Conversation 1\), page 23-8](#)
- [After Message Menu and Shortcuts \(Optional Conversation 1\), page 23-9](#)

Main Menu and Shortcuts (Optional Conversation 1)

While listening to the Main menu, press:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1

Action	Key(s)
Review deleted messages*	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Change message notification	4 2 1
Choose full or brief menus	4 2 3
Change phone password	4 3 1
Change recorded name	4 3 2
Change call transfer	4 4
Find messages from a Connection user*	5 1
Find messages from all outside callers*	5 2
Find messages from an outside caller*	5 3

*Not available on some systems.

Send a Message Menu and Shortcuts (Optional Conversation 1)

After addressing and recording a message, press:

Action	Key(s)
Send message	#
Change addressing	3 1
Change recording	3 2
Set delivery options	3 3
Mark message urgent and send	3 3 1 #
Request return receipt and send	3 3 2 #
Mark message private and send	3 3 3 #
Mark message urgent and private, and send	3 3 3 1 3 #
Review recorded message	3 4

During Message Menu and Shortcuts (Optional Conversation 1)

While listening to a message, press:

Action	Key(s)
Rewind	1
Play a saved message by number	1 2
Play previous saved message	1 4

Action	Key(s)
Play next saved message	1 6
Pause or resume	2
Fast-forward	3
Fast-forward to end	3 3
Forward message	3 3 6
Delete message	3 3 7
Reply	3 3 8
Reply to all	3 3 8 2
Save or restore as saved*	3 3 9
Slow playback	4
Slower playback	4 4
Play message properties	5
Fast playback	6
Faster playback	6 6
Decrease volume*	7
Reset volume*	8
Increase volume*	9
Skip message, save as is	#
Skip message, save as new (new and saved messages)	# #
Cancel or back up	*
Help	0

*Not available on some systems.

After Message Menu and Shortcuts (Optional Conversation 1)

After listening to a message, press:

Action	Key(s)
Skip back	1
Play a saved message by number	1 2
Play previous saved message	1 4
Play next saved message	1 6
Replay message	4
Play message properties	5
Forward message	6
Delete	7
Reply	8

Action	Key(s)
Reply to all	8 2
Call the Connection user*	8 8
Save or restore as saved*	9
Save as is	#
Save or restore as new*	# #
Cancel or back up	*
Help	0

*Not available on some systems.

Phone Menus for Alternate Keypad Mapping N

This section lists the touchtone-key sequences for the following menus.

- [Main Menu and Shortcuts \(Alternate Keypad Mapping N\), page 23-10](#)
- [During Message Menu and Shortcuts \(Alternate Keypad Mapping N\), page 23-11](#)
- [After Message Menu and Shortcuts \(Alternate Keypad Mapping N\), page 23-11](#)

Main Menu and Shortcuts (Alternate Keypad Mapping N)

While listening to the Main menu, press:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved and deleted messages*	3
Change setup options	4
Find messages from a Connection user*	5 1
Find messages from all outside callers*	5 2
Find messages from an outside callers*	5 3
Exit	*
Repeat menu	#
Main menu Help	0

*Not available on some systems.

During Message Menu and Shortcuts (Alternate Keypad Mapping N)

While listening to a message, press:

Action	Key(s)
Rewind message	1
Fast-forward	3
Skip message, save as is	6
Reply	7 1
Call the Connection user*	9
Cancel or back up	#
Operator	0

*Not available on some systems.

After Message Menu and Shortcuts (Alternate Keypad Mapping N)

After listening to a message, press:

Action	Key(s)
Rewind	4
Save as is	6
Call the Connection user*	9
Play message properties	7 0
Reply	7 1
Replay message	7 2
Forward message	7 3
Reply to all	7 4
Delete	7 6
Save or restore as saved*	7 7
Save or restore as new*	7 8
Cancel or back up	*
Operator	0

*Not available on some systems.

Phone Menus for Alternate Keypad Mapping X

This section lists the touchtone-key sequences for the following menus.

- [Main Menu and Shortcuts \(Alternate Keypad Mapping X\), page 23-12](#)

- [During Message Menu and Shortcuts \(Alternate Keypad Mapping X\), page 23-12](#)
- [After Message Menu and Shortcuts \(Alternate Keypad Mapping X\), page 23-13](#)

Main Menu and Shortcuts (Alternate Keypad Mapping X)

While listening to the Main menu, press:

Action	Key(s)
Send a message	1
Hear new messages	2
Review saved and deleted messages*	3
Change setup options	5
Find messages from a Connection user*	8 1
Find messages from all outside callers*	8 2
Find messages from an outside caller*	8 3
Exit	*
Repeat menu	#
Main menu Help	0

*Not available on some systems.

During Message Menu and Shortcuts (Alternate Keypad Mapping X)

While listening to a message, press:

Action	Key(s)
Skip to message body	2
Pause or resume	3
Increase volume*	4
Rewind message	5
Fast-forward	6
Decrease volume*	7
Slow playback	8
Fast playback	9
Fast-forward to end of message	#

*Not available on some systems.

After Message Menu and Shortcuts (Alternate Keypad Mapping X)

After listening to a message, press:

Action	Key(s)
Save or restore as saved*	1
Play message by number (saved messages only)	1 2
Play previous saved message	1 4
Play next saved message	1 6
Forward message	2
Replay message	2 3
Delete	3
Save or restore as new*	4
Rewind	5
Save as is	6
Reply	7
Cancel or back up	#

*Not available on some systems.

Phone Menus for Alternate Keypad Mapping S

This section lists the touchtone-key sequences for the following menus:

- [Main Menu and Shortcuts \(Alternate Keypad Mapping S\), page 23-13](#)
- [During Message Menu and Shortcuts \(Alternate Keypad Mapping S\), page 23-14](#)
- [After Message Menu and Shortcuts \(Alternate Keypad Mapping S\), page 23-14](#)

Main Menu and Shortcuts (Alternate Keypad Mapping S)

While listening to the Main menu, press:

Action	Key(s)
Review saved and deleted messages*	3
Change setup options	4
Hear new messages	5
Send a message	6
Find messages from a Connection user*	8 1
Find messages from all outside callers*	8 2
Find messages from an outside caller*	8 3
Exit	9

Action	Key(s)
Repeat menu	#
Main menu Help	0

*Not available on some systems.

During Message Menu and Shortcuts (Alternate Keypad Mapping S)

While listening to a message, press:

Action	Key(s)
Forward message	1 3
Call the Connection user*	1 4
Play previous saved message	1 5
Reply	1 7
Rewind message	2
Skip message body	2 2
Delete	3
Fast-forward	4
Skip message, save as is	5
Save or restore as saved*	7
Skip to message footer	8
Fast-forward to end of message	#
Pause or resume	*

*Not available on some systems.

After Message Menu and Shortcuts (Alternate Keypad Mapping S)

After listening to a message, press:

Action	Key(s)
Forward message	1 3
Play previous saved message	1 5
Reply	1 7
Rewind message	2
Replay message	2 2
Delete	3
Reply to all	4 2
Call the Connection user*	4 4
Save as is	5

Action	Key(s)
Save or restore as new*	6
Save or restore as saved*	7
Play message properties	9
Cancel or back up	*

*Not available on some systems.



CHAPTER 24

Reference Information

Cisco Unity Connection Phone Numbers

Your Cisco Unity Connection ID

Cisco PCA Website
(The URL is case sensitive.)

Cisco Unity Connection Domain
and Server Name

Connection Administrator and/or
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